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THE WORKPLACE JOURNAL

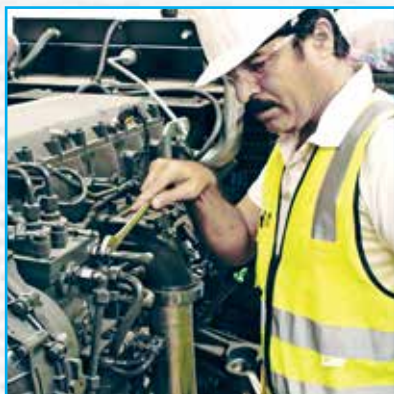
JAN-MAR 2020



DOUGLAS WEBSTER, COO
Delhi International Airport
on Airport facility management
ensuring efficient operations

DEV AMRITESH, MD **Compass India**
on Workplace Food

PRADEEP LALA, MD & CEO
Embassy Services
on the Dynamics of
Business Park Management



LEARNING

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OF EACH FACILITY MANAGER





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EDITORSPEAK

To write the editorial for the first issue of The Workplace Journal is a singular honor considering the distinguished panel of contributing authors and the wide range of topics being covered. Don't be fooled by the thickness or the lack thereof – it's the quality of content we aim to impress you with! For this first issue we actively seek your support to make this Journal equally in-depth and interactive. Going forward, our bi-monthly publication will include more sections such as letters to the editor, new product release, and coverage of Facility Management (FM) related events, along with a fine selection of carefully curated articles from similar publications overseas.

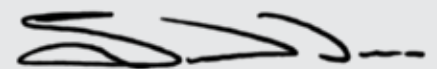
The field of facility management is in a state of constant evolution and is now extremely complex and diverse. We, at The Workplace Journal, aspire to facilitate serious discourse and learning in all aspects of FM in the region

and will provide in-depth perspectives across industry segments. We do hope that each reader takes away at least one new thought or idea from each issue that they then put into effect in their workplace. We must also emphasize that the Journal will not be advertisement-driven; we will safeguard the integrity and credibility of all that we print.

Learning will have to be a constant companion of each and every FM professional to succeed and to lead. This includes a formal academic course prior to entering the profession, periodic workshops of varying durations to update themselves on new trends and practices as well as lots of reading (in print and online).

Having been a FM practitioner myself, I reckon this is a tough ask especially considering the existing work pressure... but it has to be done! In fact I would go a step further and suggest to the FM community in India that they emulate the model established by the Institute of Chartered Accountants of India of mandating a minimum number of hours and credits that have to be attained under their Continuing Professional Education program with an emphasis on structured learning i.e. classroom study with an instructor. This would be required at all levels.

Let us get together to mark this maiden issue of The Workplace Journal and, true to name, make it a participative forum for knowledge-sharing in the vast world of facility management.



Sunil Issar, Editor

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CONTENTS

VOL. 1, ISSUE 1

EditorSpeak 3
Sunil Issar

**Airport facility management
ensuring efficient operations** 6
Douglas Webster, Delhi International Airport

**Criticality of Training and
Skill Development** 9
Sam Freeman, Atalian Global Services

Workplace Food 12
Dev Amritesh, Compass India

**Pioneering sustainability in the
professional cleaning market** 16
Dr. Paolo Scapinello, Filmop International

**Facility Management
Rise of a new dawn!** 20
Rajesh Pandit, CBRE South Asia Pvt. Ltd.

Interview with T. Thomas 22
Jones Lang LaSalle (JLL) India

**Is Facility Management
a back-end function?** 26
Sandeep Sethi, Jones Lang LaSalle

**Infection Control
facilitated by Cleaning** 29
Dr. Raju J. George

From Frying Pan to the Facility World 32
Ralph Sunil, GMR Group

**Professionalizing Facility Management
An India perspective** 36
Anand Sundar Raj, Quess Corp

From the Director 41
Prof. Basavaraju
Academy of Workplace Excellence (AWE)

**With people at the heart of business,
Tenon Group is soaring to new heights** 43
Maj. Manjit Rajain, Tenon Group

**The Challenges
for an Innovator** 46
Felix Rüesch, Cleanfix Reinigungssysteme AG

**Interview with
Dr. TN Bhavanishankar** 48
Schevaran Innovation Centre

**The RMC Green
Housekeeping Program** 50
Bradley Calkins, Rochester Midland Corporation

**Dynamics of Business Park
Management** 53
Pradeep Lala, Embassy Services

Rest Clean Tornado 56

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for Academy for Workplace Excellence

Schevaran Cleanfix Academy of Cleaning Sciences Pvt. Ltd.



Love Clean, Be Green

Specialized in the **design and manufacturing of manual cleaning equipment and accessories for professional use**, Filmop International was founded in the early 70s and **exports to over 80 countries** – including India – with the maximum speed, reliability and efficiency.

Gold standard in sustainability, Filmop equipment and accessories are made of recycled materials and all products recyclable at end-of-life.



Alpha 1673 - Plastic Trolley



Alpha 5107



Alpha 0806708



Alpha A-B Plus 0603700 - Plastic Anti-bacterial Trolley



Alpha Hotel 0603003 - Plastic Trolley



Alpha Metal Free 0236704



Brill



Carry Basket with Bottle Holder and Fixed Grip



Cobweb Brush



Floor Squeegee



Fred 30 L with Rilsan Coated Push-bar



Jobby with Cover

A consummate airline management professional, Douglas Webster was awarded a BSBA in Aviation – Airport Administration from University of North Dakota, USA in 1983 after which he has spent his career with airlines and airports growing in the organizations across the USA.



He was certified by ACI & ICAO as an International Aviation Professional for Airport Management in 2012. He currently serves as the Chief Operating Officer for Delhi International Airport (DIAL).

Douglas Webster
COO, DIAL

Airport facility management ensuring efficient operations

Aviation in India has been rapidly expanding with air travel becoming affordable for the masses and increasing air carriers in the market. India will be the world's third largest aviation market in 2024. Delhi Airport is currently the 12th busiest airport globally, with over 70 million guests per annum flying through our airport. It is in this scenario that the GMR Group, which operates the Delhi International Airport, has been building world class facilities across India and the globe for more than a decade now. While the infrastructure is avant-garde, we allocate significant resources and continuously

strive to ensure that the facility manifests the highest quality of service and customer satisfaction. An airport is the first and last impression for any location and speaks volumes of the city/state; it is not easy to make it great! Most airports operate 24x7 to ensure that passengers have a safe, comfortable and seamless travel experience. Any malfunction of any component of the facility will impact operations and could have a cascading effect on airline networks. This also causes unnecessary anxiety to passengers, which is never desirable for a customer centric airport of quality. Thus, it is imperative to have

an efficient facility management (FM) program in place to ensure a seamless operation. Airport facility management is hard to define as it is a diverse field. At Delhi Airport, facility management encompasses housekeeping and maintaining touch points of passenger systems from the aesthetics, quality and hygiene viewpoints. As an organization, our operations align to the strategic themes of superior passenger experience through service quality, operational excellence and environmental sustainability.



Superior Customer Experience

Airports are more than only being in the business as an infrastructure provider to facilitate aircraft operations. Today's airports are commercial superhubs where advertising, retail and business transactions are worth millions! Airports have emerged as the hot retail property in recent times, challenging traditional brick and mortar spaces. The unique factor here is that the airport tries to provide an ecosystem that offers products and services to potential customers whose main intention at the location is to travel. Hence the ecosystem is developed around the passenger catering to this aspect, and the facility needs to ensure the most superior experience to influence the buying decision of customers. It is most likely that a passenger can focus

his energies on being a potential customer if he can seamlessly go through the processes and modalities until reaching such a retail environment and, more importantly, facilitating a pleasant experience. This includes operational availability, hygiene and serviceability of passenger amenities

such as washrooms, F&B options, PRM (Passengers with Reduced Mobility) facilities, helpdesks, and airport seating. Additionally, airports must provide systems such as common used terminal equipment (CUTES) e.g. check in terminal access controls (if any), passenger self-service kiosks, check in counters and equipment, baggage trolleys, flight information displays, security & immigration systems such as x-ray and DFMD machines, trays, pat down scanners, passport control, flap gates and Security Hold Area (SHA) facilities such as work stations, passenger advisory systems to name a few to facilitate operations. Delhi Airport envisages the criticality of making such assets and services available at all times and in a stellar and hygienic manner. We allocate resources to ensure their regular maintenance and upkeep through well-defined AMC, CMC and Asset Management Systems (AMSs). For example, housekeeping of washrooms, hard and carpeted floors, facade cleaning, and pest control are substantial shares of our operational



budget. Washrooms at all terminal buildings are maintained by top companies in the industry. Audit teams monitor their performances round-the-clock based on pre-defined SLAs, the deviation from which is strongly addressed with the airport partner. The airport maintains more than 98% serviceability of washrooms on an average, for which dedicated manpower is engaged in order to provide passengers with easy availability and pleasant experience even during peak hours. Currently, Delhi Airport is also undertaking a proactive, phased redevelopment of certain washrooms that have aged significantly. Airport floors, both carpet as well as hard floor, experience round-the-clock footfall. Generally, to ensure regular upkeep, FM services ought to be carried out throughout the day in a manner that does not obstruct passenger movement at any part of the terminal.

Operational Excellence

All organizations strive for operational excellence in perpetuity and facility management is an area of efforts for continuous improvement in such

parameters. Organizations are moving towards a cost-conscious culture to improve P&L bottomline, and this is addressed by various initiatives – establishing an efficient asset management process and regular maintenance, optimizing costs, reducing energy consumption, adopting new technology and tools in processes and procedures etc.

In India, with the spurt of passenger growth witnessed in the last decade, capacity constraint is an issue and deriving the maximum potential of all assets is paramount. Any airport wanting to excel is weighted towards maximizing value from existing assets. This is more achievable if the assets managed have a longer life and are sustainable, easily maintained, locally available / produced, costs less to procure / operate, and occupy lesser space and/or cover larger areas. Facility management assets are usually high capital and have a long product life. Aviation suppliers need to work towards offering such products that make the cut.



Green Building Council) certified buildings besides being a pioneer in carbon neutrality. Facility management processes focus on implementing green practices and developing energy efficiencies that help reduce carbon footprint. Environment-friendly chemicals and materials in housekeeping, use of

At Delhi Airport, we encourage our vendors to suggest and propose solutions to cut costs and improve efficiency while providing enhanced customer experience. We are open to working with suppliers to improve their products and produce them locally in India under the 'Make in India' initiative. We have facilitated some POC demonstrations of some very successful products and suggested areas of improvement.

Environmental Sustainability

Companies have been moving towards environmental sustainability and green initiatives in all their operations. This has been brought about mainly by regulatory framework across the globe, by the role of the government, along with voluntary initiatives undertaken by firms as part of their social responsibility. Delhi Airport itself has LEED-USGBC (Leadership in Energy and Environmental Design-U.S.

recyclable or recycled content for construction, use of gray water for secondary water requirements etc. may be small steps but contribute greatly to environmental sustainability. A clean and safe workplace increases workforce productivity, and a proper FM program – when implemented – ensures efficient operations at an airport.

To successfully manage the facilities for large hub airports is complex and a 24x7 process. At Delhi Airport, we depend on a team of FM professionals and service providers to ensure a world-class experience on a daily basis. The industry presents immense scope for new innovations, improved operational efficiencies and environmental sustainability. The near future will see many such customer-centric, strategic partnerships forged between airports and FM service providers.



Criticality of Training and Skill Development at all Levels of Facility Management



Sam Freeman
Managing Director
Atalian Global Services

Atalian Global Services in India is a global Integrated Facility Management company which employs over 1,30,000 staff around the world. A graduate of Griffith University in Australia, Sam Freeman has overseen the start-up of several international companies in India since 2014. An active participant in the Indian Skill Development Industry since 2012, Sam moved to Hyderabad full-time in January 2014. He was chosen as one of five Training Partner representatives on the ILO/NSDC Industry Advisory Group for the creation of National Occupational Standards Qualification Packs for Trainers and Assessors in India. In 2017, the India Australia Business & Community Awards (IABCA) honoured his entrepreneurship and community leadership skill with the Young Professional of the Year award.

For the best part of the last decade, skill development has been a buzzword in India, with governments across the state and central levels having invested time, publicity and money into skilling the youth of India to meet the demands of current and future workplaces.

Over the past five years, this has been formalized with the establishment of a multitude of central and state endeavours such as the Ministry of Skill Development and Entrepreneurship, National Skill Development Corporation, Additional Skill Acquisition Programme Kerala and many others. All of these organizations share

the worthy goal of aligning the domestic and international industry demand for skilled staff with India's talent pool.

I have worked on both sides of the industry divide; having set up and managed a training company in India for many years, and now working in the FM industry as the CEO of Atalian Global Services in India. I understand the criticality of training and skill development in the Facility Management (FM) sector to be shaped by the idea of the demographic dividend in India and the untapped potential of the population to solve industry needs.

Quantifying Training Efforts

Skill development and training offers real – but often poorly articulated and measured – benefits to companies, employees and the industry at large. Some of the benefits identified by Atalian include:

- **Bringing aspiration to a sometimes unglamorous industry.** Cleaning and the role of a cleaner is not often considered an aspirational career path and therefore it can be difficult to attract talent. Moreover, training allows FM organizations to identify unskilled individuals and develop them into productive team members.
- **Potential improvements in retention of staff.** Broadly, the FM and cleaning industry suffers from high attrition rates that can sometimes be above 20% per annum. It may be difficult for organizations to quantify this, but training does positively impact attrition in FM industry.
- **Establishing career paths for those entering an industry.** Training helps identify talented individuals and offers them a progressive career in reputed organizations. The latter, in turn, are also more likely to retain these skilled individuals.

Whilst we believe that the Atalian training system has produced results – in that, our current country-wide attrition rate is below 5%, we have also been able to identify more quantifiable statistics that drive us towards greater focus on training for our staff. In fact, this is where the criticality of training and skill development is most evident.

One of the critical measurements we aim to continually improve is the efficiency of our staff. Be it the amount of time taken to clean a set area, the number of staff required to manage a facility, or the ability of our staff to utilize more complex technologies – all these factors can be improved through quality training programs at all levels of the organization.



To be able to deliver these measurable outcomes, we have set up a training system for our staff that is based on the key requirements, including:

- Technical skills required to do the job within realistic and productive time parameters;
- Knowledge and understanding of health and safety practices;
- Human-centric skills like personal presentation, hygiene, communication, teamwork, etc. and
- Supervisory and management skills to ensure that staff who manage teams in our organization reinforce the principles of the training to our staff.

Going by my experience with organizations which invest in such training systems, I would say that compromising on any of these key pillars certainly restricts the scope of producing a productive team or workplace.

Top down approach to skilling in an organization

When establishing a skilling system for an organization it is critical that all levels of staff play a part. Organisations often focus on either skilling the workers at the lower levels, or offering training and growth opportunities to middle and upper management. By offering training to both levels, the organization can ensure that all the staff across every level feels valued without a sense of bias towards any co-workers.

More importantly, when people at all levels grow together through training, the management strategies

implemented by supervisors (and above) are in line with the training offered to the staff they manage. This promotes harmony in the organization whereby training is seamlessly reinforced to and received by both the workers and their management.

Clarity from standards

Often organizations build training systems to suit their own needs. While this produces fit-for-purpose solutions, it can limit the organization and its employees in terms of knowledge and experiences.

From this base, there is a need for industry organizations, institutes and governments to begin to standardize certain aspects to create a commonality across the industry. FM in India is still at a nascent stage with various institutions such as Tourism & Hospitality Sector Skill Council, International Facility Management Association (IFMA) etc. imparting varied solutions.

An institute such as The Academy of Workplace Excellence (AWE) is a venture that will help standardize and bind training across the industry. It will create a benchmark for skilling and a standard by which clients looking to differentiate vendors will be able to assess multiple companies, and companies will be able to identify consistently high performing staff for different levels of their organization.

Having identified AWE as an institute working in tandem with industry, we will ensure that our training ecosystem aligns with their program and that our staff is able to benefit from the same.



Workplace FOOD

Dev Amrithesh
Managing Director
Compass India



Compass Group is the world's leading contract food services company. Dev has led the transformation of Compass India focusing on building operational capability, product leadership and a culture based on the values of collaboration, outperformance and problem-solving. Previously, he has worked with leading companies, including Whirlpool and Cadbury. Prior to Compass, Dev was with Jubilant Foodworks Limited, as the President and Chief Business Officer of Domino's Pizza, India and Sri Lanka.

Recognised amongst the '25 hottest young executives in India – 2014' by *Business Today*, Dev believes in building brands and businesses by being on the right side of emerging social culture. Dev is a big believer in the need for imagination and innovation in business and is passionate about people!

India has a fast growing and vibrant workforce, and they are significantly different from their counterparts just a decade ago. In the way they think, dress, operate, commute, and EAT. While each of these areas is fascinating for investigation by itself, and a lot of work is happening in the areas of engaging and connecting with the new workforce, food at the workplace is a subject that deserves specific attention and presents many an opportunity to connect with this young, new workforce.



They say, "Tell me what you eat and I will tell you who you are." The corollary to this then should be, "If you know who I am, tell me what I should eat." Herein lies the opportunity for employers to connect and engage with the young workforce with a tool that they perhaps haven't yet fully used to their advantage – Food!

A big deal is made about food in our culture. The retail food industry recognizes and responds to this fact and is booming. In the last decade there has been a manifold increase in the home delivery of food with several new brands and concepts bringing in a variety of new ideas. The dine-in restaurant space has also witnessed the evolution of several new and exciting concepts and experiences.

However, food at the place where we spend most of our time – the workplace – hasn't been redefined at all. There is no nuanced idea about the right kind of food for the workplace. Think about it – how we dress, how we speak, how the space should be designed is all well-defined for the workplace. There is a body of references and clichés that one can easily find for all these areas.



However, when you think about workplace food, there are hardly any inspiring codes that reveal themselves nor are there any rules for the game that make practical sense. For our journey at Compass Group India, this was a starting point. We simply asked, “Is there any inspiring idea for workplace food that is different from home food and restaurant food... An idea that is relevant for the workplace and only for the workplace?”

Compass Group India, initiated the first national study of its kind, ‘Eating at Work’, aimed at understanding the workplace consumer behaviour. Principal cities (Delhi, NCR, Bengaluru, Hyderabad, Mumbai, Pune, Ahmedabad, Chennai and Kolkata) and 100+ organizations enabled us to understand workplace preferences and needs. And the results were astonishing as they were eye-opening!

Our study showed that food was chosen as the preferred non-monetary perk. It ranked ahead of flexible workhours, onsite fitness, and employee wellness programs which are perceived as vital non-monetary benefits.

73% chose café meals as their favoured perk, demonstrating the power of food.

Another interesting fact that came up was that India is a time-starved market, with a 32-minute average lunch break. It is imperative that the food services market acknowledges this functional need for speed and convenience and makes room for innovation.

Nutritious and fresh together emerged as the number one choice driver for India. Our study also suggested that energy and productivity levels are at their peak between 9 am to 12 pm, while post-lunch these levels registered a sharp drop. Even as we peg it on natural human behaviour, there is a tremendous opportunity to boost those afternoon levels by offering the right workplace meals.

Indians prefer dining in highly social environments, with 85% employees having lunch with their colleagues. Thus, in designing workplace food solutions, the social workplace needs become pivotal. 87% respondents strongly felt that café conversations foster a robust network in building a stronger team.





Our study suggests that the workplace has three distinct needs: functional, emotional and social. While functional requirements are nutrition, convenience and lightness of food, the emotional needs are wellbeing, alertness, individualism and productivity. Social needs, on the other hand, captured the fact that the millennials are increasingly conscious about their 'with it' food choices.

Thus, food at work should not be inspired by the generic 'restaurant idea of food' which is rich, indulgent and designed for special occasions. Neither did homestyle food work – because the modern workforce prefers a

hyper-global, uber-social setting. Workplace food needed to be responsible, a new language and a new codification to be relevant.

Inspired by the study, Compass India developed workplace food concepts with 'stealth health' as an integral element. Some of these concepts have been creating significant waves and garnering a sense of wow:

Choix Meals: Inspired by the French word 'choix' which means choice, it is a brand born of the desire to address the needs of the young and aspirational Indian workforce.

Inspired by the philosophy of 'you are what you eat', the DIY concept of Choix Meals aims at offering an opportunity to co-create with infinite possibilities.

Clay Bowl: This is based on ancient Indian (Vedic) cooking techniques and promises Indian food in a renewed avatar. Being emergent and residual at the same time, it lends a reflexive equilibrium to Indian cuisine.

The values driving Clay Bowl are nutrition, ancient Vedic wisdom, cooking techniques, long-lost ingredients, grains and traditional Indian digestive science.



Responsible Biryani: Otherwise an indulgent and rich food, this concept is built on the approach of 'stealth health' with healthy ingredients sneaked in without compromising on the authenticity of the Biryani.

Darshani: We redesigned the all-time favourite South Indian tiffin for the workplace by combining taste and stealth health. An absolute win-win combination of well-being and freshness.

Two Good: This brand contains two things that are just meant to be together. Singularly they are good, but together they are Two Good. We made the match in our kitchen, inspired by the philosophy of duality for the foodie in you!

While we continue to design innovative food concepts for the workplace, the emphasis continues to be on food safety as well. Efficient and secure delivery to the end consumer is our prime focus. Our safety philosophy evolves around 'See, Care, Share' – a behavioural program for leaders to motivate and inspire their teams. Here, the central idea is to establish safety and security as vital throughout our business, in the way we work and look out for our team and selves, every day.

Of course, this is a huge commitment that involves maintaining a high level of visibility and leading by example. People's well-being remains at the heart of our business. Ergo, health and safety are more than just policies, regulations and legal compliance; they make for an innate attitude and awareness that is integral to the way we do business. Every day, we ask ourselves, "Are we doing this right?" to avoid having to ask, "Where did we go wrong?"



We aspire for 'zero harm', and hence our safety culture covers behaviour across three themes: **Be mindful, Get involved, and Speak out.**

We have established a safety-walk culture to check safety procedures and protocols. An engaging app keeps a tab on all colleagues about their onsite safety. Our central food production units have the latest production and maintenance technologies.

These units are automated for high-risk activities as we believe in keeping a check on our impact on the environment. Our remote temperature monitoring system enables us to monitor errors in real-time and activate immediate actions. Our transport logistics use the latest storing and packaging techniques to ensure the food reaches the sites in a safe environment and at right temperatures.

We endeavour to continue to innovate and design relevant concepts to nourish workplaces and aid the transition to better workplace food habits and choices.

Pioneering sustainability in the professional cleaning market

Founded in the early 70s and located in the main production areas of North East Italy, Filmop International specializes in designing and manufacturing manual cleaning equipment for professional use. The company is a leader in the professional cleaning market and a reliable partner for thousands of professionals in this field.



Filmop proudly promotes the 'Made in Italy' trademark across the world, having always designed, planned and manufactured its products in Italy. Today Filmop International has branches in France and America and exports to over 80 countries with the maximum speed, reliability and efficiency.

A constant commitment towards environmental sustainability

Since its origin, Filmop International has stood out for its endeavors in the context of sustainability and has attained important results, including the achievement of different environmental certifications and the creation of a wide range of products and systems for professional cleaning that help safeguard the environment.

Since 2007, the company has been complying with REACH European legislation, by exclusively buying non-polluting and top quality raw materials from qualified suppliers who adhere to current supply chain regulations. In 2011, Filmop International reached the environmental certification UNI EN ISO 14001 (related to the development of an environmental management system) allowing them to control the impact of business activities on the ecosystem. In the same year 2011, the company chose to install a combined photovoltaic system in its premises: the obtained solar energy can fully supply the textile

Dr. Paolo Scapinello
Export Manager
Filmop International

production, avoiding the annual release of about 110 tons of CO₂ in the atmosphere.

In 2012, Filmop attained the Plastic Second Life Certification from the Institute for the Promotion of Recycled Plastics (IPPR): currently Filmop offers seven lines of wet mopping and multipurpose trolleys, 5 bin lines and a wide range of buckets with components manufactured by using recycled plastics. Moreover, Filmop promotes the total recycling of products: the whole range of plastic products is in fact entirely recycled at end-of-life.

In 2015, the company obtained for its microfiber flat mops Rapido Super the prestigious eco-certification Ecolabel UE of the European Union, which rewards the best low environmental impact products after having analyzed their sustainability throughout their life cycle through a series of very selective parameters established by the European Community. In 2019, Filmop International extended the range of Ecolabel products with new certified mops.

In 2017, the company acquired the Environmental Product Declaration, well known as EPD, for Alpha line trolley with pre-soaking system. In this regard, Filmop has identified

and quantified the environmental impact throughout the life cycle of the product and has been the first to estimate the value of uncertainty for each category of environmental impact indicated in LCA (Life Cycle Assessment), in accordance with the related UNI Italian standard.

The model to pursue

The improvement in production has led to a natural increase in plastic waste: Europe alone produces approximately 25.8 million tons annually, less than 30% of which is recycled, the remainder is incinerated or disposed of in landfills or, in the worst scenario, it ends dispersed into the environment. At a time when environmental protection is an unavoidable global requirement, turning waste into resources becomes a priority: a circular economy can help in achieving this goal. It allows the product life-cycle to be extended to reduce waste to a minimum. Unlike the linear economic model based on the 'extract, produce, use, discard' scheme, the desired production and consumption model implies the recycling of materials with the aim to reintroduce them, where possible, in the economic cycle as a raw material to be used for the production of goods and manufactured products.

Plastic recycling has undoubted advantages in terms of reducing environmental impact, so it is essential to adopt policies in this direction. Compared to the past, today we have the means and the knowledge to make conscious

choices with a view to protect the environment: the promotion of sustainable development is a common duty.

Cleaning that helps the environment

Designing and implementing the best cleaning systems, setting quality and innovation as the core of every project, respecting the environment in which we live. This concept has, since the early '70s, inspired and guided Filmop International, the first Italian company in the cleaning equipment field that has obtained the Plastic Second Life certification (PSV) of the Institute for the Promotion of Recycling Plastics (IPPR).

PSV is the first European trademark dedicated to recycled plastic materials: a product's environmental certification created to guarantee, highlight and make more easily identifiable all products manufactured by using recycled plastics. Nowadays this is the single European certification to really enhance products made with recycled plastic: unlike many other awards with generic attention to environmental protection, this is a structured system that can verify and ensure the quality and traceability of the used material. Filmop's commitment in the development of sustainable solutions has been translated over time into a wide range of products with PSV certified components, specially designed to minimize environmental impact without sacrificing the high quality standard.

Filmop's commitment to developing sustainable solutions

The second life of plastic

Plastic is a relatively recent material, obtained in 1907 by the Belgian chemist Leo Baekeland and over time has become an integral part of our daily life. Its use has increased exponentially over the decades: the world production has crossed 1.5 million tons in 1950 to 322 million tons in 2015, and is expected to double in the next 20 years. The success of plastic can be traced back to its resistance, lightness and durability as well as its excellent chemical, thermal and electrical properties – all intrinsic characteristics that have allowed this material to acquire an increasingly important role in our economy.



The achievement of the Plastic Second Life certification attests to the adoption of the circular economy system by the company: the used PSV polypropylene becomes part of the virtuous cycle of recycling. To achieve this important result the company had to guide and reprogram the production: the components of the PSV range are produced by injection molding, using a recycled propylene compound derived from industrial waste and separate collection.

However, not all recycled plastic has suitable characteristics for the production of Filmop International products: the first step taken by the company has been the search for a plastic derived from recycling with technical parameters, which could guarantee the same robustness and reliability over time as well as the same colors and design lines. This initial process led the company to identify a recycled plastic of the highest quality, which was able to maintain the high quality and performance of the range of Filmop International products. Technical, functional and qualitative characteristics do not change:

the Plastic Second Life certification guarantees the same performance of products that were previously made with first use materials. Filmop International did not take the easy path: the company had to carry out a series of tests and trials to get the desired product, making an investment not only financially but also in terms of time and manpower. Moreover, the achieved certification requires steady commitment: Filmop International constantly monitors the production processes and submits annually to the planned inspections.

Choosing to invest in professional cleaning products with PSV marked components is the result of the company's conviction that it is possible to achieve premium and efficient solutions and remain respectful of the environment in which we live.

Filmop International thus concretely contributes to reducing adverse environmental impact by not only working towards the reuse of waste as raw materials, but also recycling materials at the end-of-life as all products.



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Safer, and Healthier Environments



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Rajesh Pandit

Managing Director

Global Workplace Solutions & Property Management

CBRE South Asia Private Limited



Rajesh has over 30 years of professional experience with over 19 years in the real estate industry. He currently heads the Global Workplace Solutions and Property Management function for CBRE in India. He has successfully delivered management solutions to a large number of clients in the country and has been involved in providing development consultancy, property management and Enterprise Facilities Management services to a wide range of real estate projects. He has also been instrumental in driving relationships for premier properties and key clients in India from client care and development perspective. A Mechanical Engineer with Masters in Business Administration, Rajesh is also a Certified Executive Coach and Certified Facility Manager (CFM) from the International Facility Management Association.

Every single day technology is pushing the boundaries of what the real estate sector can deliver for organizations. Naturally then, the functions of facility management (FM) are fast transforming: from an asset, building and plant-centered activity, to focusing on end-users and outcomes. Frost & Sullivan predicts that by 2025 the global market for outsourced FM services will be worth US\$1 trillion (INR 71,43,000 crore), with bundled and integrated services accounting for 35% global revenues. FM has come a long way since it was first introduced and is now capable of providing value far beyond just cost saving. Let us look at some of the key emerging trends:

The new age of outsourcing

Though not a new concept, outsourcing is constantly evolving into newer forms and features. A few years ago, cost management would have been the main impetus behind outsourcing real estate services, but these days it is more about providing strategic value. For small companies seeking FM expertise and support – but not the overheads and complexity of employing an in-house team – the right outsourcing ‘partner’ will deliver a local, highly-tailored service backed by the expertise and resources of an expert service provider, who will act as an extension of the company’s own team. For larger organizations with complex property portfolios, outsourcing can offer rigorous and new ways to drive efficiency.

The new workplace

Tech-savvy, connected, urban and educated, millennials are already disrupting the world of business and the race is on to recruit and retain them. There has been a lot of noise about the tastes and preferences of this group. Often Gen Y is portrayed as non-hierarchical in outlook, with a preference for working where and when it wants.

By 2020, 70% of the global workforce will be shared equally by Gen X and Gen Y, with forecasts suggesting that Gen Z will make up nearly a quarter of the workforce as they start to enter adulthood.

And, to a certain extent, these expectations are reflected in newer workplace designs which feature increased social spaces – given how the social life of most working millennials revolves around their work-colleagues who are also their friends – as well as features which offer a playful atmosphere at work. Indeed, Coldwell Banker Richard Ellis (CBRE)’s own research on millennials would seem to support the importance of the working environment for the millennial workforce, confirming that 78% of CBRE’s own millennials consider workplace quality an important criterion when choosing an employer.

While millennial talent is a hot commodity, it's also true that people are living longer and continuing to work whether by choice or necessity. The workplace will be accommodating baby boomers, Gen X and millennials for some time to come. Older employees are likely to be different from those of other age groups. From a survey of CBRE's own employees, we know that people over the age of 55 are 50% more likely to want their own office compared to millennials.

Therefore, when it comes to developing and implementing a workplace strategy, a purely generational analysis is potentially misleading. 'Life stage' is a more important driver of demand for things like flexibility. Leading employers are recognizing the need to take a holistic approach to when, where and how their employees work.

Smart technology and artificial intelligence: the smart workplace

Imagine arriving at a building for a meeting where the electronic security system automatically recognizes you, scanning your iris or fingerprint and allowing you through the barriers. You take the elevator, which already knows which floor you need and, when you emerge, your phone shows you the most direct route to your meeting room. As you arrive at the venue, the temperature and lighting adjust to take into account the fact that there will be two people in the room and the telecom system automatically dials you into your conference call.

Much of the technology already exists to make this happen – the 'Internet of Things' (IoT) as it's known, relates to the ability to connect devices over the Internet and allow them to talk to us, to applications, and to each other. Gartner forecasts that 25 billion connected things will be in use by 2020 – up from 4.9 billion in 2015-16. As yet only a few companies have truly brought the concept of the smart building to life, but it's predicted that the technology for intelligent buildings will be commonplace by 2020.

Data driven decision-making

The benefits of Internet-enabled building management systems are compelling. You can put all your systems on a common reporting platform which will generate easily accessible information and identify faults, performance issues and cause-and-effect scenarios. It also gives you the ability to manage your space now and forecast what you'll need in the future.

Frost & Sullivan predicts that, by 2025, data analytics will be critical for addressing issues such as energy savings, reduction of total life cycle costs, business efficiency, and sustainability. Most FM providers have an obligation to

manage energy consumption and often it's a struggle to make an impact beyond individual plant upgrades. Here the key is investing in technology that can give them a better window into their world, enabling them to make more informed decisions.

FM is coming of age

While we have touched upon some of the key trends currently influencing many others, what's clear is that technology and changing attitudes to the workplace are driving a transformation of corporate real estate and with it, the traditional image of the real estate professional. Gone are the days when the real estate function was seen as an overhead and its professionals solely as engineers. FM is coming of age and the next generation of real estate professionals will more closely resemble business managers and leaders who combine empathy, strategic thinking, commercial expertise, and an eye for innovation and continuous improvement. This will more accurately reflect the role of the function as an enabler of change and agility as well as a key driver of performance.

Why FM can offer a great career

Today facility management holds strategic importance with the application of expert knowledge, proven best practices and processes, best-in-class technology, procurement leverage and energy/sustainability initiatives, to enhance value, streamline operations, manage operational risk, and reduce operating expenses for its clients as a core business asset.

It offers development opportunities that use a person's core strengths. FM is an excellent opportunity for young people to get paid and get trained on the job. It also offers a cost-effective resource for employers who would, in turn, invest in a new generation of facility managers through a wave of apprenticeships.

It also offers many routes to fit a person's skill-set, be it engineering, customer services, sales, team leadership, etc. For example, someone who is interested in sales can work for an FM service provider in a highly competitive yet rewarding environment on multi-million contracts, with clear opportunities to progress into a senior team management position.

FM professionals have great prospects to drive their own job satisfaction and career paths to make their job enjoyable and rewarding. Whether it is gaining amazing experiences at the vibrant media organizations or a quirky tech company, or working in a local/EMEA/global role, FM is a fantastic career path for young people with a sea of opportunities available!



Interview with **T. Thomas**

Senior Director & Head
West Asia SCM&P IFM
Jones Lang LaSalle (JLL) India

Heading the Supply Chain function for Integrated Facility Management Business of JLL for West Asia to include businesses in India, Sri Lanka, Bangladesh, Nepal and Mauritius.

Supply Chain Management for FM

Let's start with a bit about your background in the army. What were some of the roles and responsibilities that you handled? I understand that you had one very unique stint that helped create a world record?

I was commissioned into the army in 1987 in the Army Service Corps which looks after the logistics and supply chain of the entire Indian army from fuel to food and everything in between. Some of my more notable assignments were with the IPKF in Sri Lanka, Operation Parakram in Kashmir and as a Commanding Officer managing the entire logistics and provisioning for the army in Ladakh in all seasons. During then, I qualified and attended the prestigious Defence Services Staff College.

The most unique appointment I held in the army was that of the team captain of The Army Service Corps (ASC) motorcycle display team – The Tornados. During my tenure we set two world records – that of the largest human pyramid on a motorcycle as well as the fastest pyramid.

What were the main challenges you faced while transitioning from the army to 'civvy' street? How did you reconcile?

After 20 years in the army, the biggest cultural change I faced was getting used to the fact that there would be no clerks to do the more mundane tasks! In the army we

would have short periods of very high pressure that would taper off, but here the high pressure is a constant. The other big changes in civilian life were the better quality of vendors/suppliers and a much higher level of adoption of technology.

In my day-to-day work I do not use my army rank and save it for when I am with fauji friends or at regimental get-togethers. When I joined JLL, my boss was also a retired Colonel and he had set this great precedent that all in the organization would follow the organizational hierarchy, hence ranks were not to be used.

What has been the greatest learning from your career in the army that you have brought into your civilian professional life?

My personal values of maintaining an exemplary level of ethics, honesty and integrity hold me in very good stead in my civilian professional life. I wasn't a 9 to 5 person while in service and hence am very comfortable with working across time zones. In fact, in my command assignment of provisioning Ladakh, we were up at 4.30am every day to ensure that the air-lifting of provisions by helicopter was completed in a timely manner and we would pack up around 11pm only after we had reconciled the stocking levels of every post. Having handled many a crisis in my army career, I am well equipped to manage these in the workplace and this attitude is communicated to the rest of the team as well.

When did you join JLL and what has been your growth within the organization?

I joined JLL in 2008 as the Procurement Lead for a single large client, from where I grew to be part of the India corporate Supply Chain Management team. Next, I supported procurement for all the major accounts for JLL IFM, then I graduated to manage the Business Assurance function for West Asia region, and currently I head Supply Chain Management (SCM) for the West Asia region operating from Bangalore.

How critical is the SCM role in a large multi-location FM services company? How does it support the core business objectives? Does technology play a large role for your team in helping deliver? What sort of skill set should people desiring to join this function, in an organization like yours, possess?

My organization business model is built around outsourcing and we are procuring both products and services. This makes the profile of SCM that of a critical business enabler. It is the role of SCM to ensure both quality and timely delivery of agreed parameters from our business partners. We have to manage the balance between service vs. cost. It is our job to convey the client expectations, values and service level agreements (SLAs) from the operations team to the partners and vendors.

To ensure our efficient functioning in a multi-location, multiple time-zone operation, technology is a critical component and an area where we as an organization make a lot of investment. For our SCM team we have a customized enterprise resource planning (ERP) that even enables the posting of RFIs (requests for information) and conducting reverse auctions in real time. We use JD Edwards software for the 'procure to pay' module and now have our B2B portal – 'OneSource' – where our clients can directly indent for a wide range of consumables online.

For our team, we look for people who have had a background in SCM, ideally

not just for supplies but also for services. They have to understand the essentials of Facility Management and need to have strong negotiating skills, and the knowledge of labor laws and compliance as well as information technology platforms like ERP. The hours are long and there is a constant pressure due to our scale and complexity.

When deciding procurement strategies, what are the key factors you look for in your vendors? Does your organization have a vendor development program to help them grow?

Some of the criteria we use to evaluate a new vendor would include:

- How committed they are to their business
- What is their own company's growth strategy
- What is their level of technology adoption
- What is their ability to scale up to meet our needs
- What is their appetite for risk
- How adaptable is their business model



Having seen the FM industry in India grow for over a decade, what changes have you noticed in the way the business is evolving? Which sort of people (the QR) should consider a career in Facility Management? Is there a need for young people coming into the industry or for those transitioning from other careers to have a formal training in all aspects of Facility Management prior to joining an organization?

In the last 10-11 years that I have been in the business I have seen the FM business undergo several changes. Initially the change was slow and hesitant but now there is something happening almost every week that helps redefine FM. A few examples would include:

- Only a few MNCs which were used to this concept in their home countries would outsource integrated facility management but now it is much more widespread with even major Indian firms appreciating the benefits.
- From basic cleaning and asset maintenance, today clients want a complete workplace experience.
- There is a steady transition from manual methods to mechanisation in all FM processes. This helps deliver higher standards and become less person-dependent.
- By harnessing technology, we can now remote-manage multiple sites from a single control centre.
- Clients are much better informed due to information overload from multiple sources and have higher expectations while controlling budgets. A more knowledgeable customer is overall a good thing for the FM industry.

Facility Management as an industry is probably the 3rd largest employer in the private sector and is growing rapidly. Currently our FM team at the entry levels would probably comprise 35-40% each of those with Engineering and Hospitality industry backgrounds. The remaining would come to us from the defence services for their strong administrative and manpower management

strengths. We train them predominantly on-the-job with the help of our Training Team.

Going forward, as the complexity of FM continues to grow, it will be imperative for organizations like ours to look at recruiting fully trained resources at the entry level who will be equipped with in-depth skills in technical and soft services apart from finance and budgeting, laws and compliance, and be up-to-date with the latest machines and information technology.

Any closing thoughts on where the FM profession in India is headed in the next 4-5 years? What will be different?

- I anticipate a lot more mechanisation to deliver higher productivity.
- Information Technology will ensure real time efficiencies and reporting.
- The Integrated Facility Management model will be fully mature and widely implemented.
- Employees at client sites will be the customers and state their expectations of workplace experience instead of just the client admin team.
- Transportation solutions will deploy smarter technology and to optimise resources will be location-specific rather than client-specific. A prototype of this has been launched by JLL in Pune, where high-end buses have been deployed from various parts of Pune to Hinjewadi which is a major IT industry hub. Attendance is recorded with each employer the moment an employee boards the transport, each seat is equipped with WiFi and laptop charging points etc.
- Catering will become very customized and employee-specific. Employees will be able to pre-order their customized meal from their workplace and collect the meals at a pre-defined time and location.
- Overall, I see hugely improved efficiencies on all sides.



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Is Facility Management a back-end function?

How do we change the game?



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MS in Mechanical Engineering from Oklahoma State University and MBA from University of Dallas, Sandeep has diverse experience across industries in Asia, North America and Africa prior to joining Jones Lang LaSalle (JLL) 6 years ago. He also serves as a Member of the Governing Council of the Tourism & Hospitality Skills Council and Chairman of the sub-committee on Industry Placements.

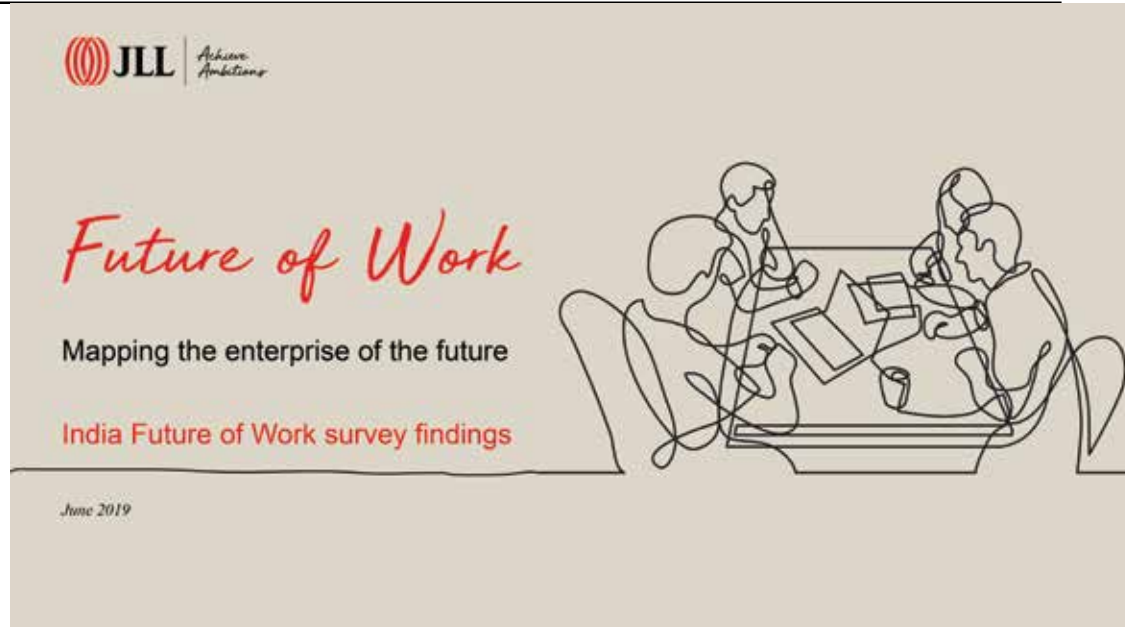
Workplace strategy which traditionally used to focus on maintaining facilities and cutting costs has come full circle. Organisations today need to create spaces that attract the best talent, adjust to shifting workforce demographics, and promote employee well-being. The answers to such new demands lie in human experience, new technology and innovation.

In this regard, the facility management (FM) function has gone through a tremendous transformation in recent years. While consistent BAU delivery is still important, facility management today is hardly just a back-end function anymore, having gradually transitioned to a strategic lever for driving productivity, reducing risk, workplace experience, talent attraction and even retention. With thousands of employees in workplaces, organizations today face a huge challenge of managing risk. A robust facilities management function can improve compliance and reduce risk – both statutory as well as operational.

The perception of the function among end-users, however, may still be stuck as that of the traditional back-end image. But with facility management or workplace strategy now beginning to closely follow larger corporate strategies like employee engagement and technology adoption at the workplace, end-user perceptions of the function too are changing.



According to **JLL India Future of Work 2019** global survey findings, future-ready or 'future fit' enterprises today are leading the future of work adoption at workplaces. India, in fact, is home to the highest proportion of future-ready enterprises, as per the survey report, with future fit firms leveraging high-performing commercial real estate (CRE) functions to drive broader business goals and increased profitability.



Future of work driving Organizational Behaviour

The future of the workplace is changing. The way we work is evolving to meet the new demands of a global marketplace driven by advancing technology, where agile businesses are disrupting the status quo. And this change is largely due to the way millennials approach work.

With more and more forward-looking enterprises increasingly outsourcing their facility and property management functions, according to the JLL global survey, there is greater scope for facility management companies to drive productivity and efficiency at workplaces. Nearly 57% of surveyed participants in India claimed to outsource most of their facility and property management functions, while 28% said they follow a half-and-half ratio of in-house functions and outsourcing. In the next 3 years, nearly 60% of enterprises interviewed foresee an increase in outsourcing their facility and property management functions.

With the evolution of service levels and the innovation being driven by the FM function, CEOs and C-Suite leaders are displaying a high confidence in the ability of CRE to add value across business – and this trend will pave the way ahead for FM functions of tomorrow.

Organizations across the board today have begun to realise that real estate has gone beyond bricks-and-mortar and is a strategic lever that drives organizational and workforce behaviour. In this scenario, CRE leaders are increasingly finding a seat in the boardroom amongst the peer C-suite. Going forward, I expect CRE to forge stronger ties with the IT, Finance and HR functions.

Other emerging trends like flexispaces and technology provide further confidence in the facility management function to forge ahead as a game changer in the CRE arena.

Innovations in FM services

FM services are gearing up to support businesses with much more than they have traditionally done. Metrics such as talent acquisition and retention, which used to be core HR domain, have started appearing on a CRE's scorecard. Today CREs are expected to drive innovation, technology and workplace experience, themes that have enabled facilities management organizations to showcase value and come to the forefront of innovation, effectively creating profitable bottom lines for organizations.

More often than not, new processes involve shifting to automated facility management processes, or 'digital FM'.

Today's smart building technology also allows facilities managers to create energy efficient and sustainable functions. Compliance with regulatory standards of safety and security at work are other areas that facilities management services have to focus on.

Two other factors that have brought facility management to the forefront of change are:

- **Sustainability** – Buildings contribute to 40% of the global carbon emission. With employees spending nearly 90% of their time indoors, including 40% at workplaces, wellness in the built environment is becoming increasingly critical. This is one critical aspect which the facilities management function directly impacts through sustainability initiatives on energy and water conservation. From smart buildings to green workspaces that foster employee well-being, the industry has seen a tremendous shift. In 2019, JLL launched India's biggest proptech accelerator program

– JLL IDEAs – to discover exciting technologies that have use cases in real estate. It was a revelation to see that 100 out of the 740+ technology submissions were working in the area of sustainability. A huge testament to the interest and demand in this segment which has a direct correlation to FM function.

- **Uplifting the community** – Facility management today employs millions of people from all strata of life across India. The entire ecosystem – from the government to occupiers and the service providers – believes that there is a significant social benefit linked with the growth of FM services in the country.

Creating better workplaces involves creating more effective, pleasant and personal experiences for people at work. As the world shifts from workplaces to 'places to work', I foresee facility management increasingly creating new workspace solutions that respond to the needs of tomorrow's world.



Infection Control facilitated by Cleaning

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Places where people gather are potential sources of infection – hospitals, schools, celebration venues, food courts, and movie halls are some examples. Of these, hospitals and schools stand out. In many countries, during an epidemic, schools in specific areas are closed. In some countries, in some cases even hospitals face shut down because of its potential to harbour pathogenic organisms that pose risks to three groups: (i) people/patients who are sick/unwell and are there to get well (ii) people who are undergoing treatment to heal/recover and (iii) hospital staff and those who work in the hospital environment.



Spread of infection can be through direct person-to-person contact; through fomites (bedsheets, clothes etc of an infected person); through an infected person's body fluids; through air, water or food, through improper cleaning and sterilisation of hospital equipment and through the inadequate cleaning of the environment – floors, walls, ceilings and furniture.

Hospital-acquired Infections (HAIs) are a major burden on health care costs across the globe. According to the Center for Disease Control and Prevention (CDC) in the USA, at least one in 25 patients in U.S. hospitals is being treated for an HAI on any given day. HAIs are more than just added costs; they can cause irreparable bodily harm, drive the costs of healthcare up and even result in death.

The development of super bugs such as Methicillin Resistant Staphylococcus Aureus (MRSA), Clostridium Difficile, Vancomycin Resistant Enterococci (VRE) various viruses and other bacteria have been attributed to poor hospital cleaning. Carling et al (2008) have pointed out that the cleaning efforts are insufficient in getting rid of these organisms. These organisms have developed the ability to survive on hospital surfaces for long periods of time (Dancer, 2010, Kramer et al 2006).

So what is the answer to nosocomial (hospital-acquired) infections?

Most hospital-acquired infections can be minimized using strict precautionary measures, including sanitation and cleaning. Good hospital cleanliness is an integral and vital part of preventing the acquisition, transmission and spread of infection.

Hospital cleaning can take on many different methods – dry cleaning, wet cleaning, cleaning with chemicals, and now with UV light. The most common culprit in producing hospital-acquired infections is the bacterium. Bacteria have a thick coat which enables them to survive for long periods in the dust, hospital furniture such as beds, bed rails, TV remote controls, curtains, chairs etc. and to come back to life and multiply when the appropriate environment becomes available. Such bacteria (which have learned to survive in the so called sterile hospital environment) become antibiotic resistant (MRSA is a classic example). These bacteria can survive up to three months or even longer in some cases.

The most common method of removing bacteria is by thorough cleaning with the aim of getting rid of most bacteria. Cleaning methods can use water, detergents, soaps and, in some cases, enzymes.

The scrubbing action of the cleaning cloth or brush can remove most of the harmful material. More than 90% of all bacteria, fungi and viruses can be rid with the help of chemicals. Sanitation chemicals can kill or inactivate up to 99% of all bacteria, fungi and viruses if used in the right manner.



Most chemical sterilisers contain chlorine or iodine or phenol. These are mainly used in kitchen areas or other areas where food is prepared. Disinfecting chemicals are mostly liquids which are used to eliminate most disease-causing bacteria. However bacterial spores can be resistant to most disinfecting chemicals.

Modern disinfectants can be categorized as follows: (1) Those that are strong enough to kill spores after prolonged exposure (4-15 hours); (2) Intermediate strength disinfectants that can kill the bacteria and most viruses and fungi but not spores; and (3) Low level disinfectants that may kill a few bacteria, fungi and some viruses but, again, not spores.

In addition to cleaning methods, antiseptic procedures are also a major factor in preventing HAI, as pointed out by Ignaz Semmelweis a Hungarian physician as early as 1847. The World Health Organization (WHO) has recommended the following steps in preventing the spread of HAI:

HAND WASHING should be the cornerstone of reducing HAIs

1 Wash Your Hands

Washing hands with soap and warm water vigorously for at least 20 seconds will get rid of a major amount of pathogens. All staff members and people in the facility should be encouraged to

wash their hands before drinking, eating, providing care and in between caring for patients.

2 Create an Infection Control Policy

An infection control policy will identify and highlight the groups of patients who have high risks of developing and passing on HAIs. The policy should include information on where patients should be housed, on isolation precautions and nursing procedures such as barrier nursing etc.

3 Identify Contagions

Highly contagious infections should be identified as early as possible. Any patients admitted with diarrhoea, vomiting, respiratory symptoms or other signs and symptoms of communicable diseases should be immediately tested and appropriate measures for treatment and containment adopted immediately.

4 Provide Infection Control Education

Staff members including those employed on contract need to know how to identify common infections and help prevent their spread. Consequently, the employing organization should provide continual education on infection control. This includes training on bloodborne pathogen and droplet-borne infections.

5 Use Gloves

Healthcare professionals may not always wear gloves when interacting with patients. But, if any contact with blood or bodily fluids is likely, such as when changing sheets or emptying trash, gloves should always be worn.

6 Personal Protective Equipment

Isolation-Appropriate Personal Protective Equipment (PPE) which includes waterproof gowns, gloves, shoe covers, face shields, masks etc. should be used in all cases if patients are suspected to have a contagious illness.

7 Disinfect and Keep Surfaces Clean

Every patient room and bed should be cleaned after a patient vacates and before a new patient is admitted, with a bleach-containing cleanser. This helps to prevent accidental transmission of infections from outgoing patient to incoming ones. Non-patient areas such as the staff room and nurses' station should be cleaned daily.

8 Change Linen Daily and When Dirty

Linen should be properly sanitized and cleaned in the laundry, and should not be left on patient's beds for extended periods. They should be changed daily in occupied beds, and more frequently whenever visibly dirty.

9 Prevent Patients from Walking Barefoot

All patients should be encouraged to wear slippers or non-slip socks when walking in the hospital, including in their patient rooms. Although this

seems extreme, nurses and other persons entering individual rooms can carry pathogens into the room from other areas and patient rooms.

10 Keep your Air Conditioning Systems Clean

Air is circulated between patient rooms through the air conditioning ducts which are a potential carrier of pathogens. While air conditioning systems are originally designed to be isolated for wards of patients with communicable diseases, laminar air flow can help reduce HAIs. However their filters need to be cleaned regularly. In the cases of window air conditioners, the filter needs to be cleaned between patients.

11 Keep your Food Containers Clean

Food containers should be thoroughly cleaned with an appropriate cleansing agent. Any left overs should be immediately disposed off in the appropriate manner in closed containers to prevent attracting flies, insects, rodents etc. Storage of food should be kept to a minimum and if absolutely necessary, should be stored in refrigerators at the appropriate temperatures.

The best possible way of preventing nosocomial infections is by thorough and frequent cleaning of the patient's environment using a combination of methods (described above) and to check the efficacy of those methods by frequent monitoring through culture of swabs from the area. Infections are dangerous and deadly. Even minor infections can become life threatening for patients whose immunity may be compromised such as patients with diabetes, those on steroid treatments and those with immune deficiency illness. Start following these steps today, and help your team stop the spread of infection before it begins.



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From Frying Pan to the Facility World

Ralph Sunil

Group Head - Facility Management Services
GMR Group

A graduate in Hotel Management from Chennai, Sunil started his career with the Taj Group of Hotels as a Chef, from where he moved on to Taj Flight Kitchens. After projects overseas in the hospitality sector he moved to the Essar Group where he worked for 20 years in various capacities in the Administration & Facilities functions.

Two chicken tikkas, one dal makhani, one Punjabi thali and 2 butter naans – the barking in the kitchen was never-ending throughout lunch and dinner times. It was the start of my career as a Chef within the walls of a five-star luxury property – a great start with so much learning, so much contribution and so much to do to bring a smile on people’s faces! But not without very hard work, challenges and a life that revolved around the fire and the cooking range. I have even worked in the very regulated and regimented environments of a flight kitchen. This made a very strong and versatile foundation to the next set of interesting roles that I took on – from an international assignment of managing a set of hospitality enterprises at Brunei, being a faculty with India’s first residential Hotel Management School, managing India’s first complete entertainment mall and eventually becoming a Facility Management and Services Professional.

I am writing this article to highlight a part of my career wherein I managed and contributed to making one of the most vibrant and beautiful townships in the country at Hazira. The total area in my scope including the manufacturing facility was 4,000 acres of which the residential township was 300 acres.

Townships are generally away from regular towns and cities. Townships are gated communities with the same set of people to interact with. Townships are cosmopolitan.

Townships are largely autonomous and self-managed. Township living means a lot of pros and cons. Well-managed townships are a haven that will pamper you to a lifestyle that will be far superior to an open society and an envious world to the onlookers.

When I first took over the township management in 1998, the first observation was on the **P-touch**. The personal connect was missing among all the stakeholders within the township. Residents were not socially networked with each other, except for shop-talk, vendors and services providers were doing a mechanical office-like job, the flora and fauna was more a formality and there was a lack of energy and a dull calm, with nothing exciting for the population to look forward to.

People connect was the first mission I took up in various forms – activities for children (the best way to unite parents), personal house visits, small group meets, weekly games and sports, competition of sorts between housing blocks or streets, vendors meeting, service staff meeting, town-halls etc. gave a lot of impetus to bringing life to the community and trust to the management. Formation of clubs based on common interest and demographics was an instant hit. The yoga club, the photography club, silver club for senior citizens, enhancing of the ladies’ club and much more saw the township grow from the calm to action. This kept people away from shop-talk and brought

about camaraderie and bonding and healthy relationship living. This was half the battle won.

People connect can be applied to any Facility Manager – if s/he is truly for the people and the people recognize this fact – the facility is bound to be a vibrant facility with inclusive participation.

Efficient functioning of all facilities and prompt services – from STPs & WTPs to the water tap, from calls for repairs and maintenance to organising of events, from street lights to road management, from gardens to pest control – every part of the township was attended to for effective management. The key to the success of a township is that it needs to have efficiency in terms of no downtime for equipment and infrastructure, quick response time for all situations, continuous training for quality services, inventory management, upgrade of existing facilities, finding opportunity for creation of new and meaningful elements.

This is applicable to any facility or campus. You may have a paradise of an infrastructure, but if not completely functional and well-maintained, it will be soon turned to hell. I am sure some of you can relate to this scenario.

Ambience and handling of nature made the township a resort of unparalleled experience. Flora, fauna, landscapes, orchards, vegetable farms, interactive spaces, social spaces, water bodies, outlets to engage, food and fun areas, birds and animals and much more were added

to the campus. Inspired by the vibrant outdoors, we found the motivation increasing not only on the shopfloor but also in the offices. Many gardens, lawns, flowering plants, avenue trees, theme parks, water bodies, walking tracks, picnic spots were created to help to enhance the look and feel of the township and improve the outdoor lifestyle of the people.

Birds and animals were a great source of connecting with the nature... Horses, the local breed of Gir cows, dogs, rabbits, emus, birds came together to make the larger community. It brought a sense of joy to the young and the old alike. Residents would take pride in talking about such facilities to their relatives and friends and soon the township became the talk of the town.

Facilities ought to have a great ambience using elements of nature, ecology and life in many forms. This is a great boon to the occupants and their mindsets for effective living.

Infrastructures that talk are the most trending in today's facility world. Townships are usually very serene and have a sense of solitude. Interactive infrastructures help alleviate these moods and bring vibrancy to the campus. Signage, direction boards, maps, road markings, posters, music, self-made spaces, paintings, wall graffiti, garden art etc. were various ways of creating a talking township. The concept was that if you know the language you will never get lost.





Large buildings, campuses, public places which are part of facilities should have a communicative ambience that will endear people and bring in a lot of discipline, security and a sense of belonging to the facility.

Utilities are the backbone of a township or city. Large volumes of water, electricity, air quality are to be managed in any campus. When I first took up the management of the township – water usage was 6-7 times more than average consumption. Waste water discharge was also not very effective. Deploying good measures for optimum use of water helped to bring down water consumption to a desired level. Continuous education of all stakeholders starting from house maids, gardeners, technicians, vendors, residents, water management team etc. helped to achieve this control. Upgrading of the STP to larger capacities with ionization, ozonisation and good treatment helped the campus reuse the complete waste water for horticulture. Electricity saving was done using sensors, timing mechanisms, smart devices with a combination of audit and manual control of usage.

Ill-managed utilities can be a great drain on costs for facilities management. Well-monitored and efficient

management and use of utilities is an armour to any good facility professional.

Always be keen on clean and green environments – the township was one of the first in India to obtain a ISO14001 certification for environmental measures. Let me pen down some key initiatives – Dustbin-free township, waste segregation at source, wet-waste conversion to manure through bin method, in-house paper recycling, water treatment and recycling, fruit orchard farming, greenhouse farming, hydroponics farming, bird preservation, animal conservation, awareness and training sessions, bio-gas farming from food waste, green belt cover, etc. were some of the initiatives. This made the township, its air quality and ambience most desired for wellness and healthy living.

Sustainability should be a practice that every person in-charge, should imbibe to make his facility and this world a place worthy of continuity which will be a deserving gift, fit for the future.

Fun and frolic, leisure and relaxation, must be included in every part of life. This was brought to the township in a very systematic way with a lot of passion.

Fashion shows, real time talent competitions, music programs, carnivals, 'melas', picnics, festivals with fervour, sports and competitions, food festivals, theme festivals, external artists shows, tricks and magic, ladies' programs, silver club programs etc. kept the township hyper and alive at any time of the year. The township saw a sea change and people did not want to leave this abode for many long years. It helped retention and the waiting list was always becoming longer. Bonding increased, happiness indices increased, community living was enhanced – a world to everyone's liking was created.

Work-life balance is essential in a contained facility such as a township and the same can be replicated in other campuses as well.

Unique initiatives and innovation are the gears to make the long drive an exciting journey. The township team was always challenged to contributing to something unique and new on a continuous basis. As a result, the township saw some of the largest corporate events in the country conducted in the campus, many celebrities and famous personalities visited and stayed at the township, new methods of horticulture were carried out including plantation of full grown trees, hydroponics, high-density plantation, floating yoga initiative, India's first cashless township implementation, aero-modelling clubs, township community services during flood relief and earthquake calamities, etc.

Ideas are sparks that lead to transformations from insignificant to stunning! As a fraternity, the FM industry has come a long way in bringing delight to its clients – the show must go on and the thinking caps must stay on.

Great players form the winning team as in the case of the township. Every member of the township team had a strength that was leveraged and brought to the fore. Capabilities were built around each person starting from the road sweeper, to the technician to the supervisor and managers. Walk-around sessions, work-with-them sessions, on-the-job training, cross-functional audits, multi-tasking, role-change working styles, situational leadership, freedom to work, exposure trips, schedule-based working, planning as a way-of-life, fun and frolic, celebrations, certificates and trophies, team workshops, team out-bounds, team family events... the list goes on!

It was all part of making a champions' team at the township. Inclusive working with no social differences between top and bottom was the way of functioning. It was a family more than a team which saw belongingness to each other and all that was done including the facility.

People with the right attitude and a right amount of skills can bring success anywhere in the world whatever the situation. Togetherness in the right direction is a formula that will never fail.

This is a real life experience which I thought to share.

When asked to summarise the township in a few words, a good old soul simply echoed Louis Armstrong, "Oh, what a wonderful world!"



Professionalizing Facility Management

An India perspective



Anand Sundar Raj CEO, IFM business, Qess Corp

Anand Sundar Raj has over 21 years of industry experience and is currently the CEO of Integrated Facility Management business of Qess Corp. Prior to joining Qess in 2016, Anand held senior leadership roles at Adecco India for 14 years after stints at Latham India Ltd, Sukhvarsha Management Consultants and Omam Consultants. Anand has an Engineering degree from Bharathidasan University and a Post Graduate Diploma in Human Resources from Pondicherry University.

Today's highly competitive world calls for impeccable customer experience, employee satisfaction, high quality infrastructure, and efficient control from all enterprises – be it massive or small. These are some of the key prerequisites that permit a corporation to stand out from its competitors and the facility management scenario in India holds no exception. At Qess IFMS, we believe that some of the aspects which enhance the overall dynamics of the business are customer-centricity, innovation, compliance, transparency, cost leadership, and a motivated workforce.

Facility Management scenario in India

The facility management (FM) market in India has an immediate correlation with the growth of the country's construction sector. This sector, involving everything from actual property to infrastructure tasks, is witnessing a resilient boom. Although India's FM business is in its developing stage compared to first world nations, there is still significant growth visible in nearly all the sectors. The big scale of numerous markets along with the large resources of various geographical locations are important contributors to India's FM revenue.

But in relation to the comprehension of the market, its adulthood, and recognition of the available offerings through the users, India nonetheless has a long way to go. The demand for FM services in India is high, with a growing emphasis on urban development and modernization of office spaces. The key factors which will help shape the growth of the FM market in India are operations outsourcing in end-user industries like infrastructure, manufacturing, and IT. The key segments which are driving growth in facility management services are IT/ITES/BPO, BFSI, manufacturing, healthcare, education, infrastructure, and the government sector.

While the margin pressure is inherent to both emerging and existing markets, Qess IFMS is positioned as a solutions provider instead of catering to just labour supplies. Clients are willing to pay for the quality of services and Qess IFMS is one of the few integrated players to offer a varied range of FM services like housekeeping, guest house management, security services, technical services, pest control services, landscaping, and food services.

FM sector – the Quess way

We are a technology-laden and connected digital organization with a multifaceted engagement layer across verticals such as healthcare, education and retail. Our focus lies in delivering value at the intersection of People, Process, Premises, Technology and Knowledge, powered by our management capabilities and paired with our superior facility management services. We strongly believe in empowering businesses to focus on their key functionality, while we handle all the non-core critical activities for smooth functioning.

In the FM sector, we are making our presence felt by engaging with various clients across sectors with our unique value proposition – an Integrated Solutions Provider, incorporating services in-house. Customers are looking at more integrated FM offerings with the aid of technology, bringing in more transparency and efficiency.

Quess IFMS offers a gamut of FM services including a specialized management group that focuses on healthcare, education, banking and financial sectors. Clients prefer to work with a single partner who can take care of all their facility needs and Quess IFMS fits the bill perfectly. Over the years, Quess IFMS has mastered various methodologies to deliver the best solutions to its customers. Our strict adherence to FM procedures are backed by sound financials, experienced leadership, tech intervention, and high rates of business retention that help us position ourselves as a leader in the industry.

Role of technology in professionalizing FM sector

Facility managers have always focused on presenting soft services and are now looking forward to adding specialized technical offerings to their service portfolio. Considering the mature markets across the globe, the attention of the facility managers has shifted to maintenance, constructing control systems, integrating facility through protection services, and construction operations.

The provision of services in the US markets and Western Europe is more prone to offering the customers advanced technology meant for boosting the quality of services.

Considering the situation in India, the services offered are pretty substandard with essential mechanical preservation of security, generator sets, plumbing, housekeeping, and landscaping. Contrary to other developed countries, technology remains ready to cast a high-quality influence on the Indian facility management market.

When it comes to technology inclusion, we are rapidly adapting digital technology across our service offerings, like IoT solutions, robotics, payroll & compliance management, paperless onboarding, feedback tools, asset tracking & management, and supervisory tools. We continue to embrace technology to achieve scale, cost leadership and help colleagues spend more time in the market.

How Quess IFMS is improving tech infra and driving digital transformation

Digital initiatives that improve the customer's lifecycle by simplifying the process and bring in speed and transparency to achieve scale are always our priority. Transforming digital strategy from being a corporate initiative into a solution provider for complex businesses, and pairing them with technical training to generate positive quantifiable outcomes is always well received by the team members.

In all the years that I have been in Quess IFMS, I have learned first-hand what a tech-driven organization can do to enhance the client's business – be it saving time, optimizing resources, or reducing costs significantly. We certainly believe that to ride a growth wave, businesses have to adopt technology and keep updated with the trend – which is now essential to succeed in the FM business.

Best practices

The quality practices of facility management should aim to reduce the overall operational cost of the enterprise establishment, enhance the client's exposure to the services, and increase the durability of the various properties and liabilities of the commercial enterprise. All these factors further pose a danger to the capability of the ability managers to provide custom-designed solutions in

the stipulated time frame without compromising the high-quality offerings. For instance, the situation in any evolved market is that facility management is treated as an integral part of commercial enterprise operations and requires maintaining a good relationship with the consumer at all stages. Facility managers in most countries work in close partnership with the patron relationship management or CRM software, which might be designed and supplied by notable IT concerns.

The feature of CRM in countries like India is to allow the carrier providers to provide automatic upkeep strategies and appoint cordless handheld inspection coupled with web-based portals. This makes it easier to track the performance of diverse equipment, plan protection, control stock, inform repair technicians and report to the responsible authority right on time. This has paved the way for a push in the dependence on hand-held gadgets leading to lowering the burden of office work and enhancing accuracy of collecting facts. Moreover, information structures and communications, equip the vendors with diverse informative tools which can be used to help the clients when it comes to decision making.

At Quess IFMS, we have perfected methodologies to deliver FM solutions of unmatched standards to our customers. Our stringent adherence to FM processes backed by sound financials, experienced leadership, tech intervention, and high rates of business retention helps us position ourselves as a leader in this sphere.

Our key innovation: Paperless onboarding

We tackled our most critical and challenging aspect by turning digital. Through this application, we reduced the onboarding cycle time to 15 minutes from 3 hours. We can now store all documents digitally, which is critical from a statutory compliance and employee benefit standpoint. Our major milestones include being a leading integrated FM player in the country, providing 1.5 lac meals per day through 40 kitchens across India, and 15,000 hospital beds over 250 million sq. ft.

Taking forward the idea of Quess – A people's company

In 2007, when we came into being, an idea was born with us. And that idea was to bring human potential, one step closer to the powerhouse businesses. Our trajectory over the past 12 years speaks volumes of our work done. Though technology offers a lot of promise to the sector, it is the human experience that would never get old. With our set of services and technology, we are redefining ourselves every day, but it is our workforce that makes our company human.

There have been various instances where our employees have proven that the human touch never goes out of style.

- Rajo Devi, an associate at Quess IFMS in charge of one of the ladies' washrooms at New Delhi Airport's T3 Terminal, was applauded on Twitter by travel blogger Anuradha as she was highly impressed by Rajo Devi's professionalism.
- Venkataramaiah, one of our associates at Bengaluru's International Airport, helped out a traveller when he retrieved his lost cash. And when the traveller offered him some money in return, Venkataramaiah refused to accept it.

Training and Employee Assistance Program (EAP):

Our aim to actively contribute to people's lives is furthered by an extensive training and development program that comprises of skill development and EAP. We offer customized skill development and training programs in collaboration with the NSDC, state



governments, and the central government. With the use of training modules and a dedicated team of 100+ professionals across the country, we help candidates align their skills with labour market requirements. Our placement-linked training, delivered in English as well as regional languages, enhances theoretical and practical knowledge and improves the employability of the candidates. The promise to ensure job opportunities for both rural as well as urban youth is backed by our record of thousands of placements.

Serving as the first point of intervention for problems and issues impacting both personal and professional life, the EAP provides a valuable resource for support and information on a range of issues:

- Workplace conflict and communication
- Substance abuse and addictions
- Depression, anxiety and stress
- Health education and health promotion
- Short term counselling and guidance
- Medical support for employees and their family
- Educate associates on work related issues

Perspective of the end users

The commercial segments have contributed to around 70% of the country's facility management sector. When these industries are broken down into smaller segments of malls, hotels, corporate offices, healthcare centres, and multi-tenant office buildings, they are classed below the traditional stronghold of the facility control firms. In India, the Greenfield Industrial Sports has allowed a boost in the scope for facility control. Some FM service companies have developed various approaches to meet the inflexible desires for outsourcing from various industries such as pharmaceuticals, food and beverage, and vehicle ancillaries.

Convergence of industry

The Information and Communication Technology (ICT) segment has actively converged with the facility management offerings in most of the developed as well as developing nations. In mature markets, remotely monitoring geographically dispersed homes from a



central area has become pretty successful. The real-time monitoring of all of the systems inside the building like ventilation, high voltage air conditioning, electrical equipment, and security has paved the way for protection of the systems ahead of time.

Remote tracking is useful in identifying issues, optimizing the consumption of electricity, and reducing operational costs. With the integration of ICT and the development of energy management, the Indian facility management sector is changing its base to performance than depending on contracts. Companies that previously focused on presenting soft services are now participating with focus on imparting core skills in technical areas to achieve competencies in those fields. Currently, the industrial sector is driven by IT, banking, finance, and BPOs. This can lead to a surge in the demands for numerous outsourcing services in the near future. This is pretty evident seeing that these industries have been the most prominent movers when the facility management market started spreading its wings in the country.

Facility management is expected to have a boost in the penetration levels across all sectors, particularly manufacturing and industrial sectors which showed an inclination in involving in-house facility management in the past. With a push in the prospect of outsourcing, the production groups are now capable of enhancing their core abilities in handling the maintenance requirements of their business. This is without a doubt a promising situation for facility control in India with its accessibility growing across industries.

Creating Leaders in
Facility Management



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From the Director



Prof. Basavaraju is an academician/entrepreneur with over 35 years of experience spanning

Engineering colleges and the InfoTech Industry. Besides having been a Head of Department and Dean at prestigious academic institutions, he has been in senior management positions in the IT industry handling Operations & Training, Client Engagement, Project Management, Process Improvement and Business Development.

Prof. Basavaraju is currently Director of the Academy for Workplace Excellence.

Academy for Workplace Excellence – Developing leaders in Facility Management

The Academy for Workplace Excellence (AWE) started with an objective to research, design, and facilitate the most relevant and contemporary academic programs for students seeking a career in Facility Management (FM) and to ensure comprehensive education in achieving quality learning outcomes. The academy partners with industry and design programs for FM professionals to stay competitive by upgrading their knowledge as per evolving industry standards.

The Academy's pedagogy is to create a transformative educational experience for students and working professionals focused on multi-disciplinary knowledge, problem solving, leadership, communication and interpersonal skills. Achieving excellence in FM training is its core objective.

There has been a long-felt necessity to align higher education with the emerging needs of the Industry so as to ensure that the graduates of higher education system have adequate knowledge and skills for employment and entrepreneurship. India's FM industry is in the midst of rapid developments in end-user industries, which has led to the considerable growth of commercial activities. By 2025, around 38% of India's population is predicted to live in urban regions, and cities and will account for 80% of India's GDP. The government's ambitious plan to develop 100 smart cities, attracting an investment of US \$216 billion (INR 21,600 crore) in the infrastructure sector, will result in a surge in infrastructure creation, driven by sustained population growth. This will create a need for professional and holistic facility maintenance services.

There is currently an ongoing consolidation in the FM industry, as unorganized constituents transform and get absorbed into more professional organised business. Driven by greater demand for quality services that adhere to international standards, real estate developers and owners will prefer global and experienced corporate FM services providers. The industrial and manufacturing sector will shift from in-house maintenance to outsourcing

FM services requirements. There will be an influx of trained and qualified professionals to help the industry adapt to global engineering standards and best practices. The growing FM footprint in the country would necessitate innovation and demand in specialized engineering services, covering areas such as energy efficiency, thermal audits, and Green Building concepts.

The FM industry is gearing up for a historic shift towards automated services, with considerable investment of manpower and resources toward creating technology driven services platforms. In the coming years, buzzwords like Building Information Modelling (BIM) and Computer Assisted Facilities Management (CAFM) are likely to feature in client demand lists, and act as a driving force towards the natural evolution of the industry.

As the first manufacturer of new generation cleaning formulations, Schevaran has been an integral part of the Facility Management Industry for over three decades. Training of site supervisors and staff across diverse and evolving workplaces is the key function in its business. Cleanfix-Switzerland, world leader in cleaning robotics and mechanical cleaning equipment, is partnering with Schevaran to herald Swiss quality cleaning automation in India. Filmop-Italy, pioneers with more than 4000+ tools and tackles used in FM, has joined hands with Schevaran to provide integrated cleaning solutions.

Schevaran, along with its partners Cleanfix-Switzerland and Filmop-Italy, has identified the need to have a formal training facility at multiple locations across India in the name and style of Academy for Workplace Excellence. The first AWE center at Bengaluru will be inaugurated soon

in close cooperation with Ramaiah University of Applied Sciences (RUAS), a leading university in Bengaluru, as its academic partner.

AWE proposes to offer a wide range of courses covering the entire gamut from entry level to Post Graduation and on to continuing education for working professionals. The first of its offering is a Post Graduate Diploma in Facility Management (PGDFM) for entry level executives in FM and will commence in July 2020. PGDFM is a one year-three trimester, full-time program with outcome-based learning. The program is enhanced with case studies, seminars and hands-on sessions in each subject, with a chosen elective and project in the final trimester. The program includes a 15-day internship at SFB Switzerland to introduce European standards in FM.

Staying current in your field is an ongoing challenge. FM professionals have to be flexible, versatile and continue to grow in order to keep their edge. Our short duration certificate programs for working professionals can help them stand out, stay current and make an impression that lasts. Certificate programs are aligned with industry standards and continuing education requirements. This makes it possible to enhance one's career and prepare for new opportunities.

Faculty in any academic program is key to successful teaching-learning process. The academy is fortunate to have associated with it educators researchers, engineers, senior FM managers to deliver these programs. Going forward, I am very sure the Academy for Workplace Excellence will facilitate and enable all those seeking rewarding careers in FM and also those wanting to upgrade their professional skills in the FM industry.

With people at the heart of business, Tenon Group is soaring to new heights

“You may not need to have mastery to build a successful business, but you must know how to lead.”

Maj. Manjit Rajain
Founder & Chairman, Tenon Group



What makes a successful business? What is it that distinguishes a startup from the mushrooming clusters? How exactly does one make it to the top when hundreds others struggle to even settle in? In the corporate world, we often come across such questions with no definitive answers. For a young entrepreneur, the zeal of transforming the way people live and interact may come naturally, but it will not suffice to build a successful, longstanding business, especially when the sector in which s/he operates is vulnerable to continually changing demographics, evolving technology and growing competition. Purpose-driven leadership – one of the must-haves for a successful entrepreneur – is extremely important for creating an army of independent go-getters who bring diverse expertise and experiences to the table.

This is exactly what gave Founder & Chairman of Tenon Group, an edge over the competitors and empowered him to build a successful homegrown conglomerate in an industry as competitive and fragmented as facility management (FM). An ex-serviceman coming from the 11th Armoured Regiment of the Indian Army, Maj. Rajain very well understood the role that private security could play in India’s growth story.

Having an inclination towards entrepreneurship and with his experience in the army and police, Maj. Rajain started a small-scale private security company in 1995 called Peregrine Guarding with a small office space located in Kapashera, Delhi. This was also the time when increasing urbanization compressed social spaces led to fast-paced infrastructure development and commercialization.

Clearly Maj. Rajain had begun his venture at the most opportune time, which is the first rule of entrepreneurship: identify the gap and find a way to plug it. He saw that people and businesses, in general, did require tight security to ensure that their assets are secure from miscreants – but the shortage of police personnel was a challenge.

He had an idea which was not exactly one-of-a-kind, as several other private security companies were already operational. Back in late 1990s and early 20s, the private security industry, constituting numerous organized and unorganized players, was already registering 20-25% growth (‘Private Security Industry – Job Creation and Skill Development’, FICCI Report 2018). His success, however, was built on the uniqueness of the way he delivered security to people and businesses. He focused on making a business model which enables public-private security partnership. Maj. Rajain brought effectiveness and efficiency to his security services – which brings us to the second rule of entrepreneurship: Always carve your own niche.

Not that the security industry wasn’t competitive enough during that time, thousands of private security agencies were operating in silos. However, focus on the quality of manpower and customer needs was missing.

Maj. Rajain inculcated the culture of stringent physical training at Peregrine, where every new joiner had to undergo fitness screening and assessments pertaining to the knowledge of public safety and security.

The stereotyping of security guards has always been a tradition in India – an old man with a round belly in baggy uniform sitting on a chair at the entrance of a building. Peregrine changed this perception by hiring – and continues to hire – and grooming youths while also empowering them to combat security risks, independently and with agility. As Peregrine brought novelty in the quality of service delivery, all the virtues were rewarded in 2003 when the company expanded across India and won its first PAN-India client, Convergys.

One thing that propelled the growth trajectory of Peregrine was the purpose-driven leadership of Maj. Rajain. He inspired his team at Peregrine not to look for shortcuts. He had charted out 3-year and 5-year plans, setting high milestones for the company. After all, nobody succeeds at anything without a plan. By 2005, Peregrine had 30 branches and 10,000 security guards on its rolls. In 2006, Peregrine grew 100% and there came a point when the management of Peregrine confronted the most challenging decision – whether to diversify the business or not? Security is one crucial aspect of facility management, a term not commonly used at that time. Facility management had only started to assume great importance just as business organizations were becoming more concerned with building infrastructure and employee experience. Industry giants were beginning to understand the potential of facility management and the plethora of opportunities it offered. Therefore, Peregrine diversified and Tenon Facility Management was born in 2007. The aim had always been to offer 360-degree facility support services to clients who were disappointed with the substandard services provided at high cost by the existing FM players in India. Entering an industry which was still in its infancy was a risky affair but Maj. Rajain was determined, he knew how to lead in the people business and – at the end of the day – facility management is all about people.



Maj. Manjit signing acquisition deal with RotoPower Projects India

With new business verticals came another set of responsibilities – managing hard and soft FM services. The landscape of facility management wasn't very different



Maj. Manjit signing acquisition deal with Elite Services UK

from that of private security as the issues, per se, were similar i.e. the lack of educated and trained talent. From the beginning, Tenon was distinguished for its expertise and high level of customer satisfaction; hence, training and upskilling was necessary. As a strategic approach, Tenon FM sourced talent from rural and remote areas and upskilled the same under their in-house training module. This enabled Tenon to establish its name and brand as a premium FM partner.

Tenon transitioned into the next phase of growth in which the primary focus was to strengthen its foothold in hard FM services. This phase was aligned with Tenon's vision to be recognized globally as one of the world's premier security and FM solutions companies. In 2008, Tenon was listed on the London Stock Exchange (AIM) through its parent company Mortice. In the following year, Tenon acquired **RotoPower Projects** to strengthen its hard FM offerings. By then, Tenon had already established 53 branches in India with more than 750 satisfied customers.

Meanwhile, the group of companies that came to be known as Tenon Group had forayed into new markets of the UK and Singapore, with the acquisition of O&G UK in 2015, Frontline Security Singapore in 2015, and Elite Cleaning Services UK in 2017. Today, Peregrine has a strong presence in the Singaporean security industry whereas Tenon FM has built a strong market reputation in the UK's FM industry – registering impressive growth in terms of business sales as well as team size. The group stands tall in India's integrated facility management and security industry with a prominent, expansive presence in all tier 1, 2 and 3 cities with 75+ offices.

The key to beat competition is to be unique, dependable and trustworthy. What worked well for Tenon over the years is its strong reputation of being consistent, dependable and ethical. While the company was still small, it had solidified its position in the growing market as it had managed to build a reputation – of doing the right thing. And, even when the industry was halfway through a revolutionary change, it had managed to keep pace with that reputation. Be it the certification of Private Security

Agency (Regulation) Act (PSARA), 2005 or the adoption of the latest security technology, Tenon is counted first amongst the early-adopters of breakthrough reforms. After all, entrepreneurs and companies must keep up with the latest trends to remain ahead of the curve.

Technology is playing a pivotal role in the development and advancement of the private security industry. Hi-tech CCTV cameras, remote sensors, control rooms, and biometric technologies have taken the security levels up a notch. Peregrine reimagined and remodeled its security services to meet the evolving security needs amidst the changing manpower and technology landscape. In 2014, Tenon Group launched Soteria – a 365x24x7 active command center that empowers businesses and communities to protect their assets and safeguard their people with quick, efficient electronic security services.

In Soteria Command Center that works on an IBM-powered platform, security professionals can diligently monitor sensitive client sites 24x7 and take proactive actions in case of emergency and/or crisis situations. Soteria's Quick Response Teams are deputed in proximity to client sites and are always on patrolling duty. In case of an exigency or unfavorable circumstance, a security officer deployed at the Command Center immediately prompts the QRT team nearby – armed with communication tools, necessary equipment, and trained security personnel, whose turnaround time to take corrective action is no more than 15 minutes. Technology is no more an add-on, but a core part of the security structure of any organization. A potent combination of manned guarding and electronic surveillance is a necessity in today's times, when ever-evolving threats and organizational challenges are on the rise.

“When we started Peregrine in 1995, technology in security and facility management was considered an add-on because manned guarding belonged to predominantly mainstream arena. However, a potent combination of manned guarding and electronic surveillance is a necessity in today's time when ever-evolving threats and organizational challenges are on the rise.

Concepts such as converged security and building automation are gaining impetus in the current age of data. If you have data about your facility, you will be better prepared to run day-to-day operations and manage your facility efficiently. Soteria Command Center supports business in this endeavour with pro-active breach detection and real-time monitoring.”

The contract between the client and an agency sets expectations of how the services should be delivered. Market players who adapt themselves to changing scenarios are usually the ones to succeed and lead. Tenon Group is a perfect example of how a startup could become a multinational company based on correct understanding of market and trends. Tenon, which had a humble beginning, now has a turnover of over INR 1800 crore, employee strength of 80,000+ and counting, and operations in India, Singapore and UK.

Tenon Group is celebrating its 25th anniversary in March 2020. The vision of Maj. Rajain has made possible the

longstanding success of the Tenon Group. The endeavour is to create a highly efficient organization that is not only unparalleled in the FM industry but also the most sought-after workplace.

From day one, Maj. Rajain had a clear focus on the value they had to create. Instead of micro-managing his employees, he led them by example and gave them the flexibility to do their best every day. He charted out core values of the Tenon Group: responsibility with what we do, integrity in everything we do, innovation in our heart, service with dignity, and passion to do more.



The Challenges *for an* Innovator

Felix Rüesch

Director – International Sales
Cleanfix Reinigungssysteme AG, Switzerland

Felix has been with the Company since 2015, starting as head of International Sales. Prior to Cleanfix, he was the Co-founder of a company which produced electrical wiring systems and special busbars for electrical cabinets. After graduating as a Merchant Trader, Felix studied marketing and sales in Switzerland. In addition, he has the Swiss diploma as a qualified farm manager.



The resistance to changing established processes is a global phenomenon and is prevalent across all industries. “If it ain’t broke, don’t fix it” is a very familiar slogan from those who resist change and are very comfortable with status-quo. The sheer effort of dealing with new and unfamiliar things throughout the entire process chain and having to examine innovations and process improvements is just too much for them!

In this scenario, it is truly a challenge for organizations that thrive on innovating to gain acceptability.

Cleanfix, as a Swiss manufacturer of cleaning machines, has accepted this challenge and through continuous R&D, brought to the marketplace innovative cleaning products that make work easier, increase efficiency and levels of hygiene. ‘Swiss Quality’ is recognized globally for precision and excellence in engineering, reliability and innovative products. These products work well for a long time without any intervention when used correctly.

Great examples – apart from well known Swiss-made watches and chocolates – are the cutting-edge, fully autonomous, robotic cleaning machines developed by us – the RA660 NAVI.

Surprisingly, we are currently experiencing a more active, greater willingness to innovate and accept innovations outside of Europe. We have observed that in industrial companies which carry out cleaning with their own staff, cleaning is more innovative and often more efficiently organized than in public buildings which tend to be outsourced to external cleaning service providers via tenders and, for which, only the price counts. Innovations that protect and improve the performance of the employees or those that improve hygiene are of secondary importance.

As innovators designing cleaning machines, a large part of our design philosophy is centered around creating products that improve human efficiency and remove the





dirt as quickly as possible (from where it is created or introduced) to prevent it from spreading.

For example, in rainy weather, dusty conditions or in winter, cleaning the entrance areas of the building must be done constantly. The faster the dirt is removed from the place where it originates, the lesser the dirt can spread (via shoes or in the air, etc.) – an ideal case for a robotic cleaning machine to perform this intense repetitive task.

Another example centres around the Cleanfix-designed touchless integrated machine for cleaning washrooms – the WonderJoe. This provides employees with optimal equipment for quick, intensive toilet cleaning, so they are more motivated to clean the toilets effectively and with more dignity. Here, we must add that we took a lot of input from our Indian partner, Schevaran, on uniquely Indian problems and modified the machines to deliver irrespective of the WC design.

As a result of globalisation, there are a larger number of people who compare and expect the best in cleaning standards wherever they go in the world. Every traveller who has seen Singapore’s Changi Airport or has visited Japan raves about the perfect infrastructure and high level of hygiene. Changi Airport achieves this cleanliness and hygiene not with more cleaning hours but through innovation; the management is committed to constantly evaluating and testing new products and innovations.

At Cleanfix, the Robotic RA660 NAVI, the Wonder Joe, the Scrubby, the FloorMac and other several other machines offer devices that guarantee efficiency, hygiene and process-safe cleaning in the global cleaning market.

So, when are you adding Cleanfix machines to your cleaning arsenal?





Interview with **Dr. TN Bhavanishankar**

Director
Schevaran Innovation Centre
Mysuru

Dr. TN Bhavanishankar is an eminent scientist with a PhD in BioChemistry from CFTRI, Mysuru. In his almost 40-year career he has had a great blend of experience in academia, research and industry. As Director of the Schevaran Innovation Centre, he spearheads the innovative R&D on developing cleaning and hygiene chemicals using biomolecules, phytochemicals and the application of nanotechnology.

Innovation for sustainability at Schevaran Innovation Centre

In your views, why do companies need innovation?

For FMCG companies, innovation is the backbone. The consumer goods market is highly dynamic; consumers always look for new versions with improved capabilities and efficiency. Hence, there should be continuous improvement of existing products and development of newer products to meet consumer demand. To cater to this requirement, companies should be continuously watchful and imaginative to be able to bring about great innovations.

What is Schevaran's approach to innovation?

Schevaran Laboratories realised the need for constant new product development and established a dedicated innovation centre i.e. Schevaran Innovation Centre (SIC).

SIC has a thought-bank with highly experienced and renowned scientists as advisors in the areas of microbiology and chemistry, the two pillars of cleaning science. There is also an Advisory Board comprising highly qualified and experienced members from the areas of medical science, cleaning industry, food science and technology, chemical sciences and microbiology who meet periodically and monitor and guide the research. SIC has a state-of-the-art lab with latest facilities required for research in cleaning and hygiene, with a highly scientific and dedicated staff.

Which are the success stories created by SIC?

Some of the innovative and breakthrough products developed by SIC include:

- i. Aqusave product series designed to consume minimum water for cleaning, thereby helping conserve precious water resource. This will go a long way in protecting the environment.
- ii. Totally herbal or natural or organic products are becoming increasingly popular due to rising environment awareness. They are very expensive but those who are environmentally concerned are ready to pay the premium. However, most if not all, herbal products in the area of cleaning and hygiene use one or two herbal ingredients; some others contain synthetic chemicals yet claim to be herbal. In a novel contribution, SIC offers truly herbal products with all ingredients of plant origin – and still maintaining the efficacy of and cost equal to fully synthetic chemical based products. Not surprisingly, these products are gaining popularity and driving business growth because they do no harm to the end user as well as to the environment.

iii. Schevaran Laboratories' concern for the environment prompted SIC to re-engineer even existing products and design newer products such that they contain the least levels of ingredients without compromising quality and efficiency. In that the burden on our environment, be it chemical or herbal, is kept at the minimum. Moreover, these ingredients are handpicked to ensure that they are consumer-friendly (GRAS or FDA approved) as well as eco-friendly (easily biodegradable).

As a one-of-its kind lab in India, what is the key differentiator at SIC?

The biggest advantage of having an innovation centre at Schevaran Labs is the ability to identify the cleaning needs of Indian dirt conditions and to design such products that meet these requirements – unlike some companies which develop their products in advanced countries, catering to their local conditions, and sell such products in India with lesser relevance to local conditions!

As cleaning formulations become more complex, how should they be used most effectively?

The think-tank at SIC foresaw the need for formal training in the area of cleaning and facility management (FM) and evolved the idea of creating an Academy for Workplace Excellence (AWE) – thus paving the way for a new era of creating scientific awareness that is instrumental in cleaning and skill development.

Does SIC conduct courses and outreach programs?

With a view to promoting cleanliness and hygiene as a movement, SIC started imparting awareness and training

to children so that cleanliness and hygiene become their habit. Thus, the 'Cleanliness and Hygiene in School Children' campaign was born in two government schools in Mysuru city and has spread to 10 schools. Along with a demo-cum-talk on cleanliness and personal hygiene practices, students are given a Schevaran Hygiene Kit comprising personal hygiene material, while consumables are replenished periodically to inculcate best hygiene practices. To motivate these children, annual prizes for best performer in hygiene maintenance are awarded in each school.

Going forward, which direction is SIC moving toward?

Currently, SIC is firmly focused on:

- i. Developing innovative products (truly herbal and aqua save);
- ii. Being eco-friendly through water conservation and using GRAS or FDA approved and herbal ingredients (minimal burden on the environment) in the areas of cleaning and hygiene;
- iii. Continue designing products to meet Indian requirements and
- iv. Creating awareness, imparting training and working on skill development.

Apart from ensuring that the cleanliness industry grows surely and sustainably, we at Schevaran Laboratories are also supporting two major initiatives of the Indian government – 'Make in India' and 'Swachh Bharat' mission.



The RMC Green Housekeeping Program



Bradley Calkins Co-CEO, Rochester Midland Corporation

Brad has been with the Company since 1990 – starting as a Sales Rep in Chicago, and holding a series of positions including Detroit Branch Manager, Vice President Corporate of Development, Vice President of Marketing and Corporate Accounts. A graduate of Middlebury College, Brad also has an MBA from Georgetown University.

The world's most advanced, complete and comprehensive Green Housekeeping Program – it's not surprising when you consider that, since 1888, we've been developing innovative and effective cleaning solutions for all kinds of cleaning problems.

Why Green Housekeeping?

We are concerned with worker hazards and the negative impact on people who handle harsh cleaning chemicals. As healthcare facilities, factories, offices, schools, athletic facilities, even homes become more energy efficient (air tight), the greater the need to understand indoor environmental conditions. How we clean and with what we clean has a direct impact on indoor environmental quality.

Traditional cleaning products can be dangerous to use and can greatly affect indoor air quality with irritating fumes, harsh acids and alkalis, glycol ethers, particulates, petroleum distillates, and/or even carcinogens. And the negative impact can extend to other employees, customers, other building occupants ... not to mention the costs in terms of disposal, worker liability, and regulatory reporting.

What is Green Housekeeping?

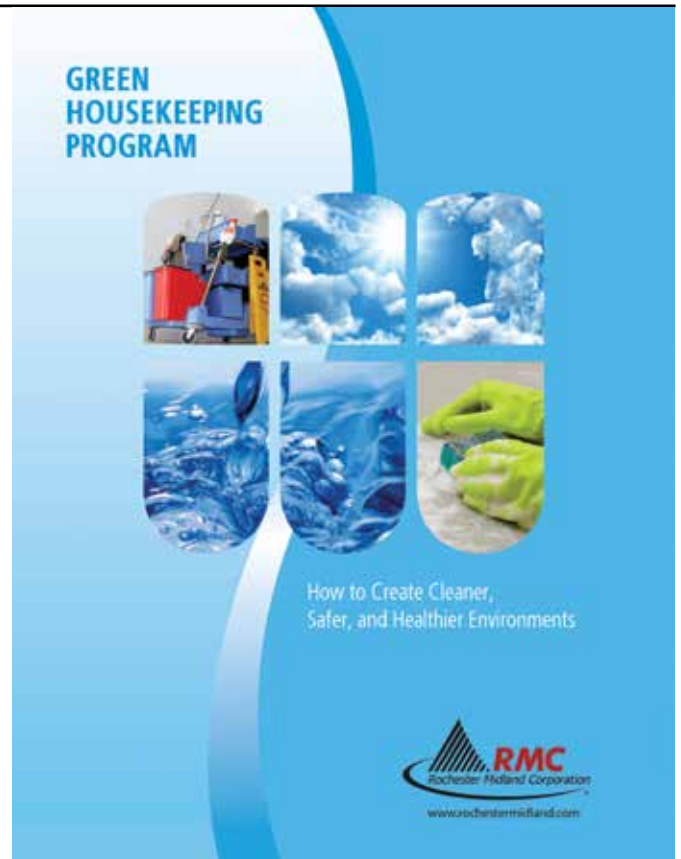
The RMC Green Housekeeping Program is a comprehensive and integrated cleaning resource that

promotes environmental responsibility. We begin with a complete site survey and inventory of current cleaning problems, goals, and resources. We then develop and present a critique to management. We not only indicate hazardous chemicals, dangerous handling procedures, improper disposal practices, and ineffective cleaning strategies, but, we also educate the management on the hows-and-whys of potential liability and concepts of cleaning for health.

We suggest and recommend positive, healthy changes and deliver educational programs aimed at developing proactive leadership and sustainable practices. We will help you to set up 'green teams' within your organization to support sustainability, initiate and encourage 'green thinking' and help in establishing the management structure to maintain and promote sustainability. In short, we'll give you the knowledge, safety training, products and the procedures to help you improve and maintain your environment while reducing labor costs, chemical usage, and risk.

Enviro Care® is the cornerstone of Green Housekeeping – In 1988, RMC pioneered a new concept in the cleaning industry when we introduced this line of environmentally preferable, high performance cleaning products. We continuously improve our Enviro Care® products and recently redesigned our products for greater use of rapidly

renewable resources – to meet even tougher standards for aquatic toxicity, biodegradability and human health, while improving the already great product performance. In the article ‘The Cleanest Cleaners’ in *Lodging Magazine* (October 2000), authors John Paul Kusz and Mark T. Petruzzi said Enviro Care® cleaners “... were clearly environmentally superior than products currently used ... were well designed with regard to their formulation in terms of environmental, health, and safety issues ... were proven better in objective analysis.” RMC is the first company in the world to receive Green Seal Certification for institutional and industrial cleaning products. Now, along with a multitude of other prestigious awards, Enviro Care Glass Cleaner, Tough Job Cleaner, Neutral All Purpose Cleaner and Washroom Cleaner are the only institutional cleaning products to be recognized as Green Seal Certified under GS-37 Standards. This means that these cleaners meet high levels of performance and pose minimal threats to human health and the environment compared to most other products in these categories:



Housekeeping products

- Non-toxic
- Non-corrosive
- Non-combustible
- Non-reactive
- No hazardous ingredients
- No suspected carcinogens or ozone-depleting compounds
- Phosphate Free

Floor Care products

- No Heavy Metal Complexes or Endocrine Disrupters
- Slip Resistant
- Create No Toxic Fumes
- Require No Special Respiratory Equipment

Sustainability Benefits

- Reduce Chemical Usage
- Improve Worker Safety
- Reduce Cleaning Times
- Improve Productivity
- Reduce Water Use
- Reduce Energy Costs
- Healthier Work Environment
- Training and Awareness

“I would estimate that our chemical costs are down as much as 50% over previous expenditures.”

– Harry Yarrows

Manager of Building Operations at the Brooklyn Public Library System

“Introducing RMC Green Housekeeping products to our system has been instrumental in our 20% growth.”

– Margie Virant

The Maids International

“The cleaning contractors benefited in three ways: they had less toxic products for their employees to use; there was a cost savings over the products we previously used; and they could sell the green concept to other customers.”

– Steve Schultz

Sustainability and Energy Manager
for the Chicago Region of Pharmacia

Environmental Choice Program (ECP)

- North America’s leading benchmark of environmentally friendly products.
- ECP’s symbol of approval has been awarded to over 200 organizations with over 3,000 certified products across North America.

Farm Security and Rural Investment Act

- Purchasing of bio based products - American Agriculture.
- Promotes redevelopment in rural counties.
- Protects the environment.
- Enhances energy security.

Enviro Care Recognition

- 2003 Co-Winner of the White House Closing the Circle Award
- Outstanding Reformulation Award from The North American Hazardous Materials Association
- Best New Technology for Bio Based Expo & The USDA
- First Company in the World to receive Green Seal Certification (GS-37)



‘Environmentally Preferable’ means products or services that have a lesser effect on human health and the environment compared to traditional products or services.

Rochester Midland Corporation® partners with Schevaran Laboratories for Green Seal certified cleaning formulations in India.

To Create Cleaner, Safer, and Healthier Environments in India contact Benjamin Alexander, Director-Marketing, Schevaran Laboratories at benjamin@schevaran.com OR visit www.greenhousekeeping.com

Dynamics of Business Park Management

Pradeep Lala
Managing Director and
Chief Executive Officer
Embassy Services Private Limited



He has over three decades of experience and has held various leadership roles including an entrepreneurial journey with Horizon Group, a company he founded in 2000. A Mechanical Engineer from MS Ramaiah Institute of Technology, Bengaluru, he holds a Masters in Financial Management from Jamnalal Bajaj Institute of Management Studies, Mumbai. Both as a business visionary and industry expert, Pradeep anchors the growth at Embassy Services Private Limited – an independent arm of the Embassy Group, providing integrated facility management across commercial, industrial, warehousing, co-working spaces, retail, hospitality and other segments.

Park Management (PkM) is not a new terminology in the real estate world, however only a few are aware of what goes into the management of business parks.

While the common notion is that asset management is the same as PkM, the latter is more than just the management of assets. It includes delivering the agreed lease terms, upkeep of the asset, increasing the equipment life cycle, wellness of occupants, ensuring compliance and security of the park, vendors and visitor management – all done to ensure the park is the second home to its occupants. PkM is about understanding the need to provide the service one notch above the client expectations as agreed in the lease agreement.

Business parks are of varying usage and size, ranging from an IT & ITES park to an SEZ or even a multi-use park; they can be structured in manifold ways. They can be a cluster of independent buildings having common amenities or comprise smaller sub-clusters with multiple occupants. What differentiates a general office building from a business park is the availability of various amenities like food courts, wellness spaces, health services, banks, sports zone, shuttle bus shelters, carpools, event spaces etc. PkM extends much more beyond building operations

and client services to encompass equipment life cycle management, convenience services, occupant wellness and external stakeholder management.

The larger thought has to be driven around ensuring that anyone coming to the Park as an employee or as a visitor should get a sense of hospitality and convenience. It is about carrying an experience beyond basic functionality.

The dynamics of PkM are very unique and highly demanding; this could include the scale of operations and services, client satisfaction & retention, going an extra mile to demonstrate beyond compliance, ensuring the buildings are alive, constantly vigilant about the intruders and threats, and introduction of latest technologies to cater to seamless operations.

Scale and Diversity: Large business parks are occupied by multiple clients who could lease a floor or a whole building or even multiple buildings. While the scale of the park allows ease of expansion for the customer, the challenge for the PkM is to ensure a smooth consistent experience that supports and enhances the client business operations across their occupied space. The scale asks for a diverse range of equipment, from different manufacturers, to be operated in synchronization so as to ensure uninterrupted business operations for the client.

For example, one of the largest occupied parks in the country, Embassy Manyata Business Park (EMBP) manages more than 100 clients, 100+ backup generators, 250+ elevators and also converts 425 tons of organic waste into manure and approximately 300 tons of landscape waste into vermicompost.

Park upkeep is equally important and critical like the technical systems. Housekeeping of the common areas, roads, lift lobbies etc. make the park habitable. Control of pests is vital to keep our systems and people safe by adopting methods safe to human and environment. The landscape, especially, gives life to the park; we study the climate and the soil nature and encourage plantation of native plants to bring harmony, house many birds and beautify the park that helps in community building among other things.

Client Satisfaction: This is at the heart of any good organizational goal, while client retention is the outcome of constant engagement and satisfaction. Good PkM practices aid the occupier in meeting their business objectives with ease. While services like uninterrupted power supply, comfort cooling, fire and life safety systems are basic provisions, the ease of transaction and experience at an individual employee level for their access, parking, convenience services and engagement adds significant value to overall PkM.

Community engagement programs add a lot of value to enhance client relationships. Considering that employees spend more than half their lives at such parks, it is conclusive that events are arranged to negate stress and ensure a work-life harmony among the park users. This is done through versatile genres of events ranging from CSR activities to entertainment and sports.

Occupant Wellness: PkM is about keeping the occupants and other stakeholders' well-being on priority. Each client has multiple internal systems and processes and an efficient PkM team would understand all the needs and expectations of each client. Being certified to international quality frameworks like ISO 9001, 14001 and 45001 or other standards will cater to all expectations in achieving the benchmark. Operating the park may pose several risks like working at heights, within confined spaces, or with electrical systems. Putting the best systems and process in place helps towards making accident-free parks and builds a great safety culture. Proactive programs to provide quality-of-life promise well-being for the park's occupants. Yoga, meditation, counselling sessions on

positive living, free dental and medical camps, etc. helps keep the occupants healthy and safe from physical and psychological issues.

Safety culture is generally a deciding factor or a measure in categorizing how safe the park and its occupants are. Innovation in every aspect of PkM is the key to a better workplace. The teams are motivated to come up with new ideas and methods to make this park a better place through competitions like Continuous Improvement and Innovation Process (CIIP), where the staff are encouraged to present their innovations and make the process/program safe and efficient. One of the outcomes of CIIP is auto salt dilution mechanism to mitigate water treatment plant operators manually handling the salt bags and repetitive movements of providing compressed air by a motor with agitator.



At ESPL, we have the unique opportunity to deliver operational efficiency, environmental sustainability and engaging experiences. We harness this opportunity by leveraging trust, technology and transparency. Receiving awards like the Sword of Honour from the British Safety Council and recognition from the Confederation of Indian Industry further demonstrates our commitment to excellent safety standards of park management.

Life Cycle and Asset Management: Inclusion of new buildings changes the master-plan, aligning and restructuring to the change needs to be addressed by PkM. This can bring significant modifications in traffic management, security revisions, pollution management etc.

Management of old buildings and their equipment is critical. Although most buildings are designed for up to 50 years, this is not true for the facilities inside. All equipment needs comprehensive preventive maintenance, predictive maintenance, necessary retrofitting and complete refurbishments to cater to the current trends with efficient optimization of Capex. We need to constantly upgrade to the new and best-in-class specifications of energy-efficient buildings, equipment and programs.

To cite a significant example, one of our parks uses 109mu (million units) of power through solar wheeling power contributing to more than 50% of park energy.

Security and Traffic: A large business park generally caters to more than 50,000 occupants and a large floating population which includes visitors, vendors, suppliers, interview candidates, etc. who can pose high security concerns.

Keeping the park secure involves more than physical manpower – it needs a highly skilled security team (who is always vigilant), and high-end technology (to check the movement of people and materials). With an average 40,000 vehicles moving in a given park, ensuring a smooth and incident-free traffic movement is a challenging task. With the use of security surveillance devices and intelligence cameras, the park command centre tracks each visitor, vehicle and any other movement to effectively monitor any security threats and violations. Traffic management is not restricted only to the inside of the parks but also outside the park and roads leading to it.

Identification of threats, planning of drills, coordinating with local emergency services, etc. are critical aspects of keeping the park occupants safe.

Technology: Inclusion of technology is crucial for efficient PkM, the inclusion of new equipment, buildings, frequent change in manpower and new systems pose manifold challenges in PkM. Technology can optimize results of physical efforts, expedite report analyses, and help devise new programs to reduce negative impact on the environment.



Technology must be scalable, long-term, and must have adaptability for different types of equipment (in terms of both brands and age).

While some tech solutions can be sourced and customized, there are other specific needs that may have to be custom-built.

Online HSD Monitoring: Online systems that provide accurate and real-time data on the availability of High Speed Diesel (HSD) transfer pumps, send alerts about diesel utilization, monitors the temperature and also detects leaks.

In conclusion, we are working everyday to fulfill and exceed our mission, "To become a trusted technology-driven and future-ready Integrated Facilities Management (IFM) company that delivers operational excellence."

REST CLEAN TORNADO

The cleanest a WC can be.

THINK GREEN!

CLEAN PROPERLY – FOR THE SAKE OF OUR ENVIRONMENT

Cleaning always serves the conservation of value, hygiene and protection of the environment. Any person who treats and maintains his sanitary fixtures regularly saves water.

Restclean extends the life of your toilet / water closet and brings 50% more efficiency. Restclean service and professional cleaning supplies achieve a

significant contribution by reducing the amount of water used for flushing the WC.

The toilet / water closet is an important part of every household, hotel, hospital and workplace. Restclean is the toilet specialist.

Do not underestimate the toilet flush. Does your plumbing system flush the toilet properly? Do the easy self test!

The rinsing process uniformly around the toilet bowl should not take longer than 4 seconds.



4
sec



4+
sec



Flushing tank stones, basket hanger, siphon tabs and other cleaning supplies with fragrance or colouring in it actually adds to the effort required to recycle water and is a strain on our ecology and fauna. Like any other mechanical system, the toilet must be maintained regularly.

Toilet flushing is a complex system. The manufacturers have coordinated the cistern, toilet bowl and drain pipes so that they can be rinsed off and rinsed off perfectly with every flush. This «natural» flushing makes the toilet bowl easy to care for and inserts for flushing or even milling drain lines should not be necessary.

A major cause of malfunctions in the toilet flushing system and poor flushing is due to mineral deposits in the invisible areas of the ceramic and the cistern. You get annoyed with every flush cycle from the weak rinse and have had a plumber come in to examine the problem. If your toilet rinses too weakly, the fecal material cannot be completely transported through the drain pipes to the sewage system. The result is a clogged toilet.

A malfunction of the toilet system caused by long term limescale build up can often not be remedied, despite professional support and will require significant time and investment to re-install the plumbing and sewer lines.

The toilet is responsible for rinsing the drain pipes up to the connection to the municipal sewer system.

Another reason is the incorrect use of the toilet flush. In fact, a lot can be done wrong even here. Because if you use the small button / half turn to flush, even though there is paper in the bowl, the flushing has too little pressure. Here too, the rinsing cannot completely transport the material into the sewage system.

Toilets are used multiple times in a day by different people. Through usage, the system gets soiled and the sanitation is no longer guaranteed. The traditional cleaning with brush and scouring is just superficial. The cistern as well as the entire water system are never properly sanitized. This leaves scope for lime-scale and fecal matter bacteria which have risk of spreading diseases.

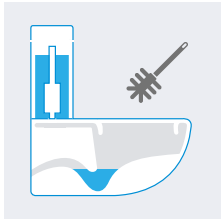
Imagine a scenario where lower water pressure due to scale formation in pipes leads to a bacteria build up in toilets in a hospital or homes where there are elderly people with weaker immune systems. Potentially catastrophic!



1 Cleaning-Robot – TORNADO

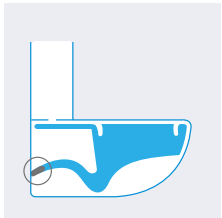
2 Closing-Balloon – TORPEDO

Restclean® 4STEPS TO A CLEAN WC



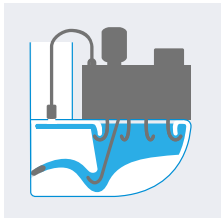
Step 1. Precleaning

We lay a cover under the ceramics to keep everything clean. Subsequently, we examine the WC system for defects and disassemble the functional parts in the cistern. With special rinsing nozzles, the toilet and cistern are pre-cleaned.



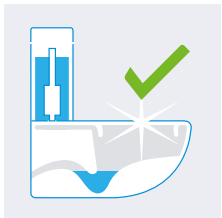
Step 2. Close & Fill

The toilet is temporarily sealed with a specially designed balloon "TORPEDO" at the junction to the drain and the toilet bowl is filled with warm water. The ceramic toilet and the cistern are checked for leaks.



Step 3. Cleaning

The cleaning of the entire flushing system occurs with the RESTCLEAN - Cleaning Robot "TORNADO", highly ecological and effective. The Robots' six cleaning nozzles are adjusted to the problem area. The sealed cleaning process (CIP – Cleaning in Place) has the same functionality as a washing machine. A proprietary formulation comprising mild decalcifying powder with granules of a walnut shell is added to the processed water. The granules increase the efficiency of the cleaning enormously.



Step 4. Check & Polish

After one hour the cleaning process is completed. New functional parts, if required, are assembled and adjusted for optimum use. After the cleaning process the visible ceramic surface is treated with polish. The polish removes the left-over micro soiling and seals the ceramic surface. The toilet is now sterile and guaranteed germ-free.



**Cleanfix Factory
Made in Switzerland**



