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In Brief

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Welcome to i-FM in Brief



Workplace lighting has a lot in common with facilities management - as long as the job gets done satisfactorily, most people simply take it for granted.

But if FMs take lighting for granted, they run the risk of missing some important opportunities...to enhance staff comfort, well-being and productivity; to add both efficiency and interest to the workplace; and to cut costs, as well as the carbon footprint.

Lighting is a big subject, close to the hearts of the workforce (often vying with temperature to top the list of calls to the helpdesk), and one that demands expert input in order to understand needs, trends, solutions and opportunities - especially in the case of the last, because the pace of product development is so fast.

This edition of i-FM In Brief brings you views and advice from a series of experts. There's also a report on our latest i-FM 30-second survey capturing the views and experiences of frontline FM practitioners.

Lighting is also the subject of our complementary FM Briefing, which is now on the website. FM Briefings are published regularly throughout the year, each one focusing on a key area within facilities management.

Past briefings have looked at CAFM, cleaning, catering, security and more. The programme for 2012 takes in pest control services, lifts, interiors & fit-outs and fire safety services.

Whatever your role in FM, you can count on us to bring you the information you need - and the opportunity to get more involved in the industry - through news, features, comment, insights and advice.

There are plenty of resources provided on our site for free, but the full service including daily news, research, market audits, reports and commentary requires full licensed access.

So recommend a colleague to sign up today!

David Emanuel - MD i-FM.net

FMA renews key member benefit

Access to i-FM website renewed and extended.

The Facilities Management Association is to continue to provide licensed access to i-FM, the award-winning online news and information service, for all members for the coming year.

For the first time, this membership benefit will be extended to FMA associate members, too, for their first year with the UK's facilities management trade association.

i-FM Managing Director David Emanuel commented: "We have been working together with the FMA for many years now to help support and grow the industry and the Association. We believe that the FMA has an important role to play in supporting this industry."

"Being part of any trade association is about the benefits that the association delivers, and empowering members with the latest trend information, reports, analysis, or indeed helping provide business opportunities, is an essential part of the benefit package."

"Being informed and involved in an industry is such a key component to business success - we are delighted to be able to continue to do this for FMA members."

Revised terms agreed with the FMA mean that from April 2013 access to i-FM will only be provided to new members for the first year of membership.





Shedding light on the challenge of energy costs

- an i-FM 30-second survey

Lighting is a critical issue in the workplace, a key factor in comfort and productivity for individuals and in maintenance requirements and energy costs for organisations.

Installed systems may be ignored as long as their performance is 'good enough'; but an analysis of quality and running costs could well uncover opportunities to improve both, given the steady progress in product development. In addition, no-cost measures such as encouraging people to switch off when they leave an area can produce worthwhile savings.

In order to build up a picture of how organisations are dealing with these and other problems and opportunities, we conducted an i-FM 30-second survey on the subject. The results are enlightening.

To get an idea of the sorts of environments in which our respondents work, we started by asking how the main lighting system in their workplace is controlled. Over half (52%) reported individually switched units. Next most common at 29% were motion detectors, followed by about a fifth

(19%) who work in environments where lighting is centrally controlled.

A small majority (52%) reported that no changes have been made to lighting systems where they work within the past two years. But existing systems have been upgraded in that period in 41% of the organisations represented here. A handful (7%) have gone further and replaced a previous system.

So where changes were made, what was the main reason? For not far off two-thirds of the group (63%), the driver was greater energy efficiency. Almost another fifth (19%) reported that the key objective was an improved work environment. Surprisingly, almost the same proportion (18%) said they didn't know or it was not clear why their lighting systems had been changed.

And what about the future? Are there plans in place for any system changes over the next two years? It looks like the majority of the organisations in this sample that have considered lighting modifications have already taken action. 60% of our respondents said there were no plans in place. Of the

remainder, over a third (36%) said that their existing system was due to be upgraded; and again a small handful (4%) said the existing system would be replaced.

Most of that planned change (57%) is being driven by a desire to achieve greater energy efficiency. Just 11% of the group said the motivation was to improve the work environment. That leaves an uncomfortably large proportion (32%) saying they don't know or it is not clear why changes are to be made.

Our final question in this brief survey focused on the sorts of actions organisation have taken to reduce lighting energy costs - and we asked specifically about engaging with employees.

Almost a third of respondents (32%) reported that their organisation had introduced a staff education programme on lighting and energy issues. A quarter (25%) said that new maintenance regimes had been introduced. Over a fifth (22%) said no action had been taken; but about the same proportion (21%) noted a range of different steps, including system controls upgrades, relamping, installation of motion detectors, and instructing cleaners and security staff to switch off in unoccupied areas.

Clearly, the rising cost of energy is the key driver behind action on workplace lighting. A substantial number of the FMs we surveyed say that systems and their management have been changed or will be changed - and we know from supplementary comments that others have seen action on this issue outside the two-year frame of reference we used. That must be beneficial for their organisations, in terms of both costs and carbon emissions. It is surprising, however, that some of the no and low-cost initiatives that one might expect to see - notably staff engagement programmes - are not much more common. There is still scope for action here at many places of work.



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Path to Enlightenment...

Ann Clarke, Joint Managing Director of Claremont Group Interiors, outlines the issues that should go into how we choose and manage lighting systems and products.

Any article about energy efficiency invariably begins with a few numbers to help us determine just how important it is as an issue, and this one is no different. Although there is a great deal of variance in individual cases, lighting accounts for around a sixth of the UK's total electricity consumption. In commercial buildings, the figure is far higher, at over 40%.

Little wonder that so many organisations are looking at their lighting schemes as a way of reducing their energy consumption and associated costs. Of course this is a very complex issue that takes into account a wide range of factors, including the way that manufacturers and suppliers attempt to greenwash it. One thing we can say for sure is that we cannot meet the challenges associated with it by merely switching from one type of light fitting to another because we also have to consider the impact of lighting on people, whole-life costing, maintenance, management, compliance and disposal.

Having said that, of course part of the solution is product-led, which is why over the last few years we have seen the phasing out of incandescent light bulbs to be replaced by products such as compact fluorescent lamps (CFLs), linear fluorescent tubes, high intensity discharge (HID) lamps and the much talked about but still nascent technology of LED, which

has lots of benefits including a long life, low maintenance and easy compliance with the WEEE Directive but which is still far from an ideal solution in many applications.

Efficiency issues

With the latest version of Part L of the Building Regulations now in force, the need for energy-saving has become even more important. Yet, while the case for lighting efficiency is incontrovertible if only for starkly commercial reasons, the case for the precise approach we should take within the legislative framework is rather less clear cut.

It almost goes without saying that good lighting should encompass efficiency as a matter of course. It should, however, not be about installing a load of Part L compliant fittings because it is also about looking at the lighting system as a whole, judiciously balancing a wide range of considerations, not least of which is creating a productive working environment.

Nevertheless, it has been estimated that over two-thirds of commercial lighting schemes may still use inefficient products. This number will continue to fall as the inefficient technologies used for office lighting are phased out, partly as a result of firms looking for cost and environmental efficiencies, and partly as a result of legislation including the EU's Energy-Related Product (ErP) Directive, designed to reduce CO2 emissions across Europe. This is an issue that is being taken very seriously at international level which is why in December 2011 the EC released a Green Paper called

'Lighting the future: Accelerating the deployment of innovative lighting technologies'. EU citizens and businesses are projected to achieve a reduction of around 15 tonnes of carbon dioxide emissions per year through the installation of energy-efficient lamps.

Already there are a number of highly efficient alternatives available to replace basic fluorescent tubes. For example, triphosphor lamps comply with EU regulations, are durable, offer excellent levels of light and colour rendering and can significantly enhance the environmental efficiency of a building when installed with electronic control gear.

Similarly, because LED technology has improved markedly in recent years, it is possible to consider LED lamps and luminaires for general workplace applications. In the right circumstances, LED lighting technology can pay back very quickly due to their power consumption - up to 80% lower than many conventional fittings - long lifetime and ease of disposal because they do not contain mercury.

Regardless of your choice of light fittings, it is essential that systems are operated as efficiently as possible. Contemporary lighting management systems (LMS), including motion sensors and daylight sensors, can help to ensure that light is only used when absolutely necessary. According to Osram, it is possible to achieve up to a 70% reduction in energy consumption on top of any reductions achieved by a switch of light fittings through the installation of an appropriate LMS.



Overdoing it

A great deal of energy is also wasted because many workplaces are overlit. Often this is the result of cultural norms rather than need, so while many Europeans might feel light levels of 400 lux are needed regardless of any other factors, in Japan this can be as high as a retina-burning 700 lux. Rather than overlight buildings in this way, it is often possible to design intelligent schemes that reduce overall light levels where appropriate, maximise the illumination of vertical surfaces, deliver the appropriate level of illumination to working areas, maximise the use of daylight and light circulation and social areas of a building to far lesser levels than is often the case. Lighting should be specified in the right way in specific spaces within a building.

At an even more basic level, there is the purely management issue of turning the lights off. It only takes a drive around any commercial district to spot how many lights blaze unnecessarily, both at day and night. It is estimated that around a third of the energy consumed for lighting in commercial buildings could be saved by using sensors or getting people to use the light switch, although some people within the lighting industry have argued that a more productive solution for legislators might be to make controls and sensors compulsory.

This might actually come to pass following the publication of BS EN

12464-1: 2011, the revised European standard for lighting indoor workplaces which intends to match the design and management of lighting schemes with a specific activity. In doing this, the Standard may make it compulsory for lighting schemes to incorporate controls and sensors as standard and should encourage facilities managers and designers to consider all the options for lighting a particular space based on its function, the colour and fit-out of the interior and the availability of daylight.

The use of such lighting controls can also contribute towards the accreditation of a building under BREEAM, help to ensure compliance with Part L of the Building Regulations, and allow the building to demonstrate higher ratings in terms of the Energy Performance and Display Energy Performance Certificates (EPC and DEC) it is expected to display.

From a purely management perspective, the issue of encouraging people to behave responsibly has not gone unnoticed by the Carbon Trust which has introduced an online checklist with the intention of getting people to take individual responsibility for carbon saving - turning off computers, cutting down car journeys, not turning lights on when there's enough daylight and so on. In many ways, of course, they are just stating the bleedin' obvious, but it is a genuine issue that many organisations simply fail to address and it is welcome that

they are taking a lead in encouraging the sort of culture that encourages responsible behaviour amongst individuals.

Green credentials

Finally a word on disposal. Lighting products fall under the WEEE Directive which has recently been revised to impose more stringent targets for the recycling of all electrical and electronic waste. The most noteworthy change for the lighting industry is an increase in the targets for WEEE recycling carried out on an annual basis. Currently the targets require countries to collect, on average, 4kg of WEEE per head of population.

Fortunately this is something the industry already takes very seriously according to Recolight, the WEEE compliance scheme for the lighting industry. In a recent report, it found that two-thirds of the firms it surveyed claimed that the safe disposal and recycling of lamps was 'totally embedded' within the culture of their business, with a further quarter placing a great deal of importance on such matters. Recolight also claims that the UK already exceeds current WEEE targets and collects closer to 8kg per person per year.

Bearing this in mind, it may mean that the future may see a greater emphasis on the refurbishment and reuse of perfectly functional light fittings that currently go to waste when new fittings are installed. Given the current focus on cradle to cradle procurement in many aspects of business, it is likely that whole-life assessments of lighting schemes will become more important.

This is something we should all welcome as part of meeting our environmental obligations. It will also help to focus attention on the complexities involved in specifying a lighting scheme that takes a wide range of factors into account and looks at payback over a number of years, both in terms of cost savings and reductions in energy consumption and carbon dioxide emissions.

Editor's choice - recent lighting features on i-FM



The Power of Light

Phil Hutchinson, Joint Managing Director of BDG architecture + design, outlines why lighting is such an important factor in the workplace and offers some views on making the most of it.

The human connection with light is visceral, with the ultimate source of light - the sun - being essential to the very existence of life on earth. It is little wonder then that we have been fascinated with generating our own light for thousands of years to fulfill our needs for power, energy and artificial illumination. The effect that natural light has on our well-being is understood, with seasonal affective disorder (SAD) being a recognised syndrome of a lack of sunshine and its health-giving properties.

Candles to LEDs

Commercial lighting has come a long way over the last 50 years. Track lighting defines the '80s - at the time it was revolutionary but with hindsight was often more theatrical than aesthetically pleasing. This was followed by halogen lights, which were extremely hot and inefficient, and CAT 2 louvres - designed to be heavily directive in support of VDU regulations and health & safety guidelines.

The most recent incarnation of

lighting technology comes in the form of LEDs, which through greater efficiency and control bring with them huge potential for design as well as considerable energy savings. Whilst prohibitively expensive to light an entire office at the moment, this will not always be the case and I would anticipate that we will see organisations looking to retro-fit from fluorescents to LEDs in the future.

What do we want from light?

There are a number of expectations of what light should do and provide in the workplace - thinking of it as an enabler of activity rather than a product. Light can assist with comfort, concentration and conversation, with the right environment supporting activities and potentially reducing noise levels. Research conducted on the behavioural effects of lighting supports the notion that lighting can be used to cue attention, orientation and way finding.

Good lighting is almost always the optimum and complementary use of both natural and artificial sources. It is also one of the first things that people notice when they walk into a space, from the intensity of the light, how even it is and whether elements have been highlighted or accentuated; and therefore it needs to be considered very early on in the process of designing a work environment. An effective lighting

solution will have received the same level of consideration as architectural, structural or services design, with various options considered at feasibility and concept, and additional detail at scheme design, along with thorough coordination and any statutory approvals.

Health and well-being

A poorly lit space can have detrimental effects upon a worker's health and well-being. If the lighting is too bright when using a computer it can cause glare and eyestrain, and doing paper-based work in an environment that is too dark can cause eyestrain and fatigue. However, there are often less appreciated aspects of insufficient illumination, such as the established link to sick building syndrome, which, in turn, is known to induce symptoms such as headaches, lethargy, irritability and poor concentration leading to a huge loss in working hours every year for businesses.

Light is an integral element within a workspace and should be part of a solution to offer an environment that is appropriate for the activity planned. In some instances, the use of task lighting may be appropriate and also empowers the individual with greater control. For example, simple reading of a paper document requires 4-5 times more light than reading from a computer screen.

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Lighting and sustainability

All businesses and organisations are under pressure to use all resources more economically, and lighting solutions are no exception to this. Lighting accounts for a large proportion of energy consumed within a building and forms a significant part of accreditation to recognised environmental measures such as LEED, BREEAM and Ska.

As mentioned earlier, LED lighting has huge potential to make a difference here, but designers should continue to challenge all other options.

Those involved in specifying, procuring and maintaining lighting have many junctures at which a significant impact can be made. These include selecting the light source and fitting, specifying the optimum number and layout, coordinating with other elements of the design and environment, specifying the right type of controls for the user and having the correct maintenance regime. All of these elements combined can go a long way to reducing lifecycle costs and the impact upon the environment.

Getting the Balance Right

David Clements, Managing Director at FUTURE Designs, looks at lighting needs and solutions - and argues for well thought through action.

Elvis Presley, the King of Rock 'n' Roll, sang of Las Vegas, infamous for its neon strip and casinos packed with blinking neon slot machines, that it was 'gonna set his soul on fire'. But even Bright Light City is increasingly conscious of the need to save its soul by investing in energy-efficient lighting that's kinder to the environment.

Las Vegas' glittering new City Hall opened in February and is being hailed as an environmentally friendly gem. Among many innovative features, the building's interior is lit

largely by extremely efficient light-emitting diode (LED) lighting (as well as the sun), which will contribute to cutting energy costs by an expected \$0.4m (£0.25m) annually and reducing the city's carbon footprint by 2,348 metric tonnes.

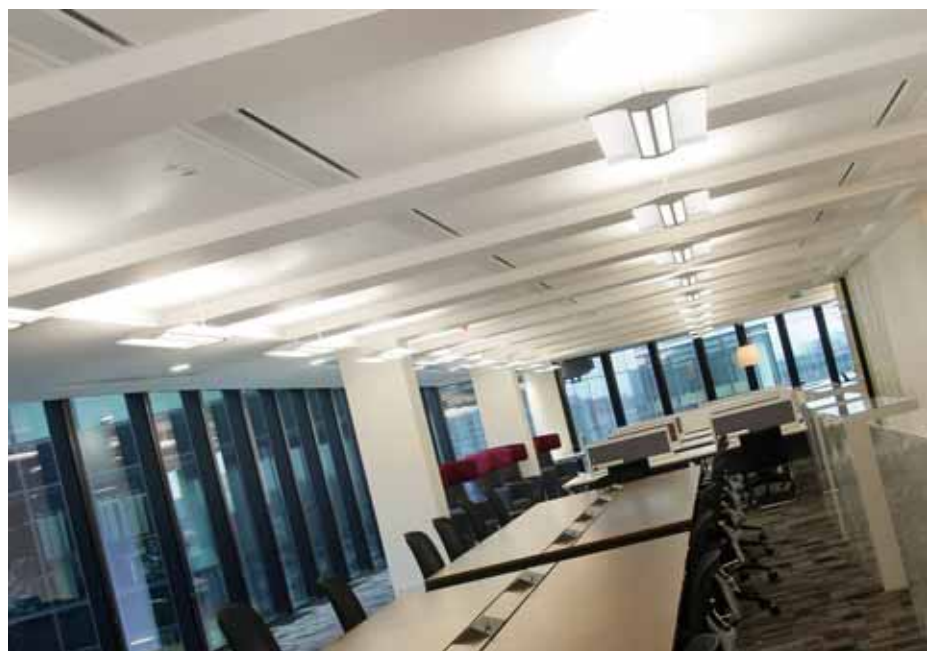
Given that 20% of the world's dwindling energy resources are consumed by artificial lighting, it's not surprising that cities across the globe, as well as governments, companies and individuals, are rethinking their approach to lighting.

We are all energy conscious now

Companies and organisations too are now hugely conscious of being more energy efficient as part of their social responsibility programmes. Good lighting, the most visible form of energy use within a building, is a crucial component of any energy policy given that it can account for up to 50% of a company's total energy bill. Fortunately, these days fewer organisations are switching the lights on at the start of the day and forgetting about their impact. This is, in part, thanks to new government legislation. Part L(2) of the Building Regulations for nondomestic premises in England and Wales, plus the new Scottish Building Standard, both demand reduction in the wattage output for lighting per

square metre of corporate buildings. And the Enhanced Capital Allowance scheme provides businesses with enhanced tax relief for investments in equipment, such as light fittings, that meet published energy-saving criteria.

Also to thank have been the photos of empty, yet lit, buildings shining like beacons across the urban landscape, splashed across the front page of newspapers in the mid 2000s to illustrate wasted energy. In 2007, the then Department for Trade and Industry was berated in the press for lecturing businesses about the need to cut emissions while being caught one weekend with all of the lights on but no staff home at its headquarters on Victoria Street. Over in Canary Wharf, to counter any negative press, these days many of the towering tenants take part every year in the World Wildlife Fund's Earth Hour by joining other businesses in 2,398 cities in 83 countries to switch off their lights at 8.30pm local time on one day of the year. For the other 364 days, lighting cannot simply be switched off out of office hours. Often staff in these institutions work around the clock to close important deals, not to mention that security, cleaning and maintenance staff who work out of office hours need lighting to do their jobs.



A better solution

Organisations are also using advanced lighting control systems to make a real impact on their carbon footprint and energy bills. Digital addressable lighting interface (DALI) systems not only allow employees to control lighting at their individual work stations, are easy and cheap to install, reduce maintenance costs, and can be easily modified, but they also provide energy savings. Meeting rooms, reception areas, communal spaces, every area in the workplace, can all be controlled using DALI, which also displays the energy consumed by a particular area. Lighting in one area can then be adjusted to decrease the energy consumption.

Addressable intelligent lighting control systems actually save energy and money by allowing the lighting system to dim down to the correct level in a specific area rather than switching them on and off regularly, which has a detrimental effect on the lamp. In fact, many companies prefer to simply dim the lights rather than switch them off, even where daylight sensing control systems are used and sufficient daylight is reaching workstations. Why? Having the lights off just doesn't look or feel as reassuring for staff and can give the perception of a poorly maintained building.

The workspace doesn't have to look like Bright Light City, but at the same time it shouldn't look like a gloomy and threatening Gotham City. There's a balance between saving the company's soul and the environment by switching the lights off and nourishing the body and mind of staff by using a high quality (and of course energy efficient) lighting solution



1. Be brief. The most important thing is to make sure that lighting is considered at the outset so it can work hand in hand with other factors in the design and management of the space. These include such key factors as the environment, the role of natural light, building controls, maintenance and asset management. And don't forget it's not just humans who need good lighting, but plants as well.
2. Address the critical factors. A good lighting scheme should focus holistically on levels of illuminance, glare, surface reflection and brightness, colour and visual interest.
3. It's not just for computer work. Lighting design and light levels should vary throughout the space to reflect tasks. Light levels and light sources need not be the same for computer work, meeting rooms and cafes. Years ago it was felt that light levels of up to 1000 lux were necessary for an effective working environment. We're smarter than that now and lighting design needs to take account of factors such as the use of natural light.
4. Getting the green light. The UK Building Regs have helped to focus attention on this but it's always been important. Critical factors include obvious things like the choice of luminaire, but FM has a big role to play in terms of maintenance, cleaning and asset management. And, of course, people need to remember to turn them off.
5. Transforming space. Lighting design can be the simplest, cheapest and quickest way to transform the feel of a space and to address issues of well-being.
6. Be inclusive. The issue of inclusive design has now developed well beyond its original focus on disability and now embraces issues such as gender differences, age and culture. A well designed lighting scheme will take account of this and contribute to people's experience of a space, including their ability to work effectively, find their way about and enjoy their surroundings.
7. The role of FM. Cleaning and maintenance play an important role in maintaining light levels over the life of a light fitting. A good scheme will also minimise the variety of light fittings to aid asset management and maintenance schedules.

Thanks to Ken Bundy, Associate Director at Claremont Group Interiors



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Looking for the way forward

Applying its unique triple focus on the current situation, emerging trends and future opportunities, this year's Workplace Futures conference produced a series of calls for action across a range of issue areas.

The event, organised by i-FM in conjunction with the Facilities Management Association, took place in February in the City of London. 2012 was the sixth in this annual conference series, which has grown steadily in both reputation and delegate demand - the audience was again this year at capacity level.

Under the theme 'new needs; new solutions?', the conference programme was shaped around some of the central challenges facing UK facilities management as it begins to reach some maturity.

A carefully selected expert panel shared their own experiences, views and insights on a range of topics. Key themes included:

- Energy, sustainability and what these developing factors mean for effective business management
- The FM marketplace and the new 'normal', both in the UK and on the international front
- The critical need to refocus FM on outcomes in a strategy understood and backed by top-tier management

- Communication - bridging the gaps between buyers and suppliers, as well as the potential power of social media for FM.

Workplace Futures 2012 was adeptly chaired by Martin Pickard, Principal of FM Guru. Summing up the day, Pickard said: "UK facilities management has had a 'good' recession in that it has come through the past several years in considerably better shape than many other business sectors. But it's a new environment now, and we have to move forward in response.

"We must embrace change and find ways to respond positively and effectively. If we can do that, the future is bright."

For more information about the Workplace Futures conference series, visit www.workplace-futures.co.uk

A White Paper based on the conference content, specifically drawing out lessons, insights and advice, will be published in the spring.

And we are already planning the next event - we'll be in touch about that!



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Louise White, Cleaning Assistant at McLaren in Woking, UK

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