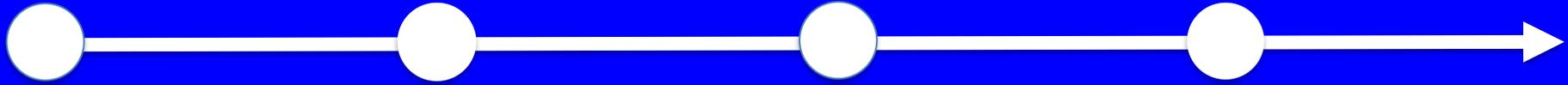


# How did we get here?





# How did we get here?

## The accidental FM

1960's  
70's



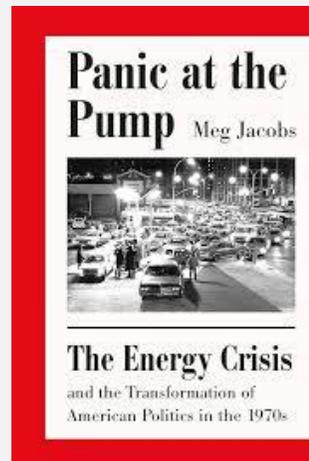
### No Facilities Job Titles

- Building Manager
- Asset Manager
- Office manager
- Office administrator



Herman Miller

**The office**  
A facility based  
on change







# Taking off

1990s





# Orchestrating

## Integrated Facility Management (IFM)



2000s



TOTAL FACILITIES MANAGEMENT



BS EN 15221-7:2012



Facilities Manager's Desk Reference



BIFM Inaugural Excellence Awards

The Kyoto Protocol

BS EN15221 Published

Sic Code 81.10 Combined Facilities Support Activities

2000

2005

2009

i-Fmnet first Top 20 list launched

ISO44001 ICW framework

TUPE Regulations update

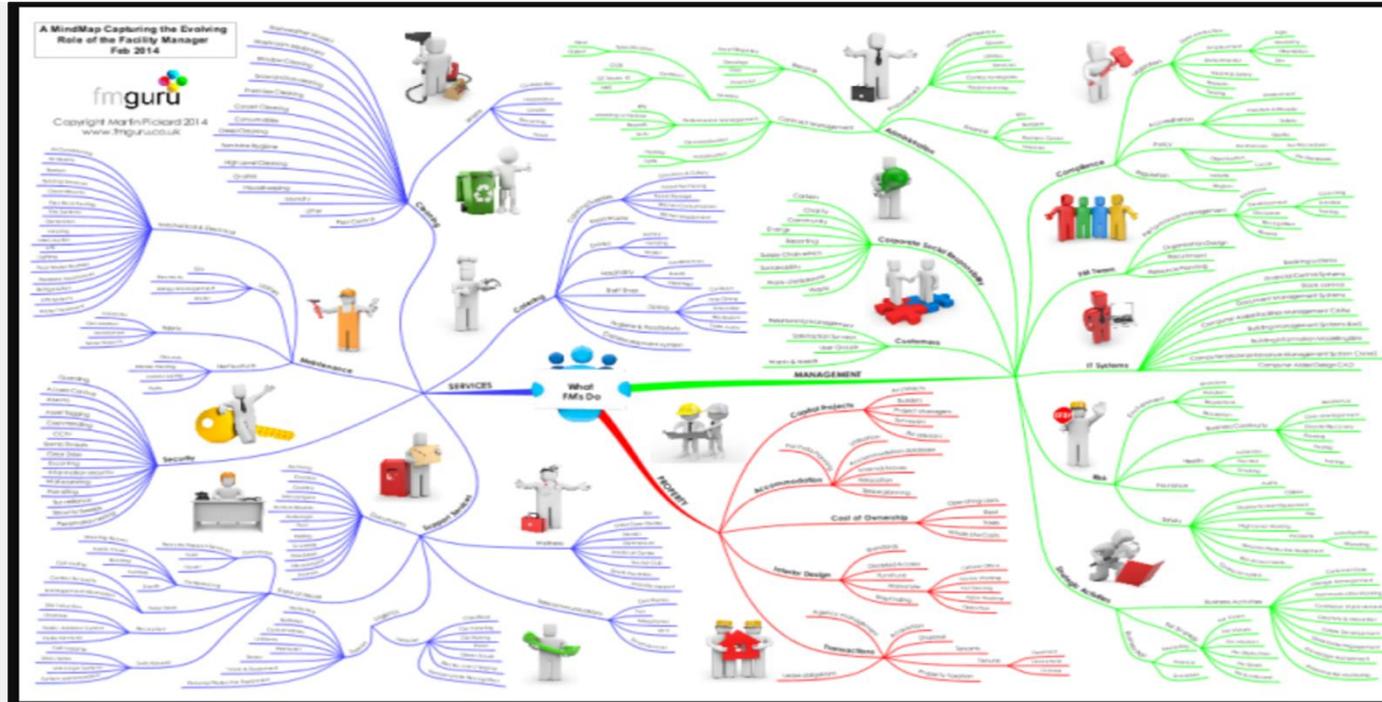
Facilities Manager Desk Reference 1<sup>st</sup> published



# Professionalising and Standards

2010s

### The Evolution of FM



2010  
Leesman launched

BIFM Qualifications framework

National Living Wage introduced

RICS Certified FM pathway  
RICS IFMA

BS EN15221 Replaced by ISO 41001

2010

2015

2019

Olympics 2012  
All about service

Britvic Win BIFM Award Impact on Organisation

BIFM Professional standards framework

BREXIT vote

BIFM re Brand to IWFM

Carillion demise

Facility management standards **bsi.**

Overarching standard for facilities management

**Recommended standard BS EN ISO 41001:2018**

Facility management system requirements with guidance for use.

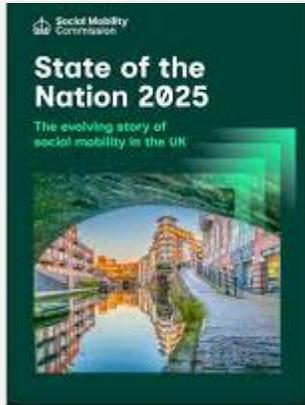
- It is based on the ISO high level structure (HLS) that brings a common framework to all management systems. Aligning different management systems standards brings greater efficiency and effectiveness. Together with BS EN ISO 9001 it is commonly integrated with asset management BS EN ISO 55001 health and safety BS EN ISO 45001 and environment management BS EN ISO 14001.
- It is the international standard for a Facility Management system. It provides a framework to develop, implement and maintain effective facility management across different sectors worldwide.
- It helps you recognise the scope of your responsibilities and create a management structure, with appropriate resources to fulfil the needs of your stakeholders.
- It raises the profile of facility management as a profession and recognises the value it delivers as part of your organisation's strategic direction.
- In response to the growing demand for available facilities management services, a large facilities management provider ensure consistency when increasing their capability on a global scale.
- It provides a systematic approach, which enables you to continually review your service delivery and assess to deliver effective operations, minimise unnecessary cost and derive tangible value for your business.





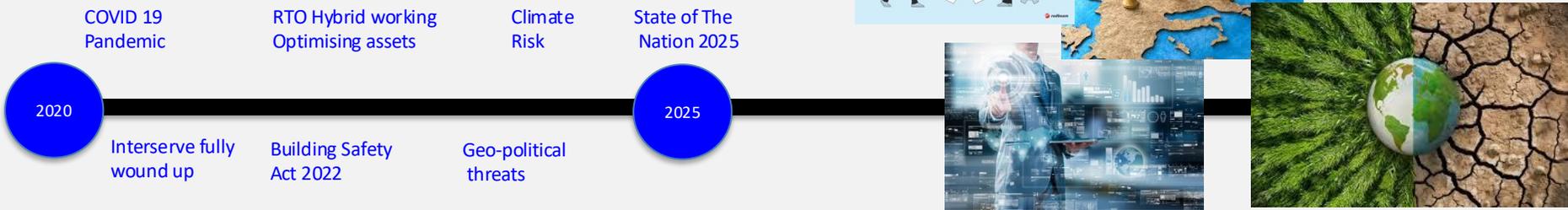
# All about Experience

2020s



## What Makes a Great Workplace Experience?

 <p><b>The physical workplace</b></p> <p>Human-centered office design (comfortable lighting and ergonomic workspaces).</p> <p>Hot desking or desk hoteling options.</p>	 <p><b>The digital workplace</b></p> <p>Employees have access to all the tools they need to do their work, regardless of device or location.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Video conferencing software</li> <li>• A way to reserve desks and meeting spaces</li> </ul>	 <p><b>The workforce</b></p> <p>A strong company culture</p> <p>Evaluation systems focused on results and performance.</p> <p>Employees are guaranteed equal opportunities.</p>
--	---	--





# It really is all about the people



**When people thrive  
Organisations thrive  
Society thrives**

