



In Brief

July 2012

If you're in FM you need to be on i-FM



In this Issue:

Lifts:

- Best practice advice
- Compliance advice
- Asset management

Industry news

What's new on i-FM

View the latest FM Briefing in full on: www.i-FM.net/fm-briefings

Latest jobs are on www.i-FMjobs.net
Register for FREE




New to the site? Click here to discover more...

www.i-FM.net

Share this article:



 Join the i-FM LinkedIn Group

.....
**Connecting
you to your
workforce.**



SERVICETRAC

The UK's leading compliance
management software solution.

.....
follow us @innovise



.....
+44 870 626 0400

sales.software@innovise.com

innovisesoftware.com****

Specifically designed with dispersed teams in mind, Servicetrac is the FM market's leading workforce management solution.

Increasing workforce utilisation rate and ensuring contract compliance, Servicetrac enables maximum productivity through accurate task allocation and real-time monitoring.

KEY BENEFITS:

- Automatic audit trail of performance
- PDA based job management for absolute simplicity
- Accurate analysis of Service Level Performance
- Increases efficiency and customer service

Bring the focus back to excellent service delivery with Servicetrac.

Welcome to i-FM in Brief



In this edition we look at another aspect of the facilities management remit which most users simply take for granted until the day something goes wrong – lifts and escalators.

A feature in almost every building of more than a couple of storeys and in a wide range of public settings, lifts in particular play a key role in a corporate environment beyond just moving people between floors. They set the tone – often even in advance of the main reception area – for the culture and style of the organisation one works for or is about to visit. Lift design and operation say a lot about you; and how we perceive them says a lot about us, as Ann Clarke notes on page 3.

Lifts and escalators are also critical assets in whatever environment they operate. Safety, reliability, maintenance and management strategies, and increasingly energy efficiency are all top concerns for facilities managers whose portfolio includes these in any form.

The articles and commentary we have assembled for this edition of In Brief offer advice and insights from some of the leading companies in the business.

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

There are plenty of resources provided on our site for free. Visit us soon to find out more.

David Emanuel - MD i-FM.net



If you're **in FM** you need to be on **i-FM**

Elevated thinking



Ann Clarke reflects on what lifts teach us about modern-day life.

In 1959, a pair of Californian cardiologists called Meyer Friedman and Ray Rosenman identified a series of personality traits which go hand in hand with disproportionate levels of heart disease. The characteristics that link personality to sudden chest-clenching death include an overblown sense of time urgency, a desire to fit as much into each second as possible, excessive competitiveness and aggressiveness, and frustration when other people are too slow. In other words - your typical 21st Century human.

Friedman and Rosenman coined a term for such people which has now entered common usage. They called them Type A personalities. In Douglas Coupland's 1995 novel *Microserfs*, one of the characters encapsulates what Type As are all about. 'Type-A personalities have a whole subset of diseases that they, and only they, share,' he wrote. 'The transmission vector for these diseases is the door close button

on elevators that only gets pushed by impatient, Type A people.'

Lifts seem to be designed specifically to pacify this personality type. The people who research these things have discovered that waiting four seconds for a lift is just too much for them, so the lift close button is there largely to give Type A personalities something to do rather than just get annoyed. And anecdotal evidence suggests that many facilities managers turn them off anyway.

Type As aren't the only ones who get frustrated, though. Research also shows that most people nowadays would like to wait a maximum of fifteen seconds for a lift to arrive and start to get visibly upset if they have to wait forty seconds. So designers routinely offer indicators to show a lift is on its way to give the impression of an immediate response. Some lifts are able to predict behaviour patterns based on the time of day and anticipate which floor they need to be on.

Lifts also go faster than ever before. Those in the Burj Al Khalifa in Dubai hit 40mph, while those in The Shard are about a third as fast.

Lifts could go even faster, but there would be a distinct possibility of people suffering severe ear pain from the changes in air pressure. So it's the people inside them that ironically want them to go faster but whose feeble bodies are holding them back. And if you've ever wondered why they have mirrors inside, the answer is partly to do with dealing with feelings of claustrophobia - but also to give people one more thing to look at while they're 'stuck' in the lift.

In fact, the lift and other public spaces provide a perfect insight into the ways in which we live and work. Anywhere that provides a shared space for people, be it lift, loo or lobby, provides a profound insight into the way we work and how the physical environment affects us and is shaped in response.

If you're in FM you need to be on i-FM

It's not just Type A personalities that need to be catered for. All of us suffer from 'hurry' sickness to some extent. Many of us now expect to be able to work anywhere, anytime. Working in the loo may be pushing it, but it's not exactly unknown.

The divisions between our public and private spaces have never been less well-defined, and there are profound implications for both human behaviour and the way we design and manage buildings.

It is networking that sits at the heart of so much of modern business life. Our ability to make things happen is largely dependent on who we know and how they can help us to get things done, both in our jobs and – let's face it

- in our careers beyond our current job. Most modern organisations know the value of well-connected employees. People are valued as much as for what's in their address book as what's in their head.

It's also important that our networks extend beyond what we currently do into other professions. Charles Handy was one of the first commentators to highlight the way in which modern business and modern life mean that nearly everybody needs to make major changes to their careers on a regular basis.

There's no hurry to make such changes, of course. And no need to have a heart attack about them. But the fact that we live in such a

rapidly changing world, does make it imperative we get out into it, to meet people, to find new ideas, to share our know-how - and to do our best to ignore the door close button and enjoy the ride.

Ann Clarke is Design Director at Claremont Group Interiors.

<http://www.claremontgi.com/>



WHAT WE DO...

Different businesses have different needs – and this principle also applies to facility management (FM). Some businesses want to outsource their entire range of facility services, whilst others choose a single service line.

At ISS, we self-deliver a wide range of services that can be combined in numerous ways according to our customer's exact requirements. Creating a flexible, transparent and tailor-made FM solution in close dialogue with the customer is critical for scaling services to meet the changing needs of their organisation.

We have proven that by integrating services, we are able to reduce overheads and allocate resources more efficiently and at the same time making your workplace a better place for your employees.

Please click here to learn more.

ISS House
Genesis Business Park
Albert Drive, Woking
Surrey, GU21 5RW
United Kingdom

Tel: +44 (0)845 057 6500

www.uk.issworld.com

A World of Service



The Ups and Downs of Asset Management



Simon Smith, Director at Amalgamated Lifts, advises on how and when to upgrade your equipment.

How often do you replace your car? Does it depend on its age, condition, mileage, improved specification or other arbitrary factors? Does it depend on whose money pays for your new vehicle? Do you receive a company car, car allowance, mileage allowance, or it is wholly self-funded?

A lift is a different mode of transport, but the same questions can also be easily asked. When is the best time to invest? What factors do you take into account? Whose money are you spending? What are your requirements and objectives?

One difference between a car and a lift is that you can choose, should you so wish, to carry out a partial replacement, a staggered upgrade and select specific areas of lift transportation that are most relevant to your situation. What is your biggest concern? Reliability, energy savings, health and safety compliance, aesthetics or ease of use?

When do you decide to spend and how much are you prepared to invest? FMs often face a dilemma in timing the replacement or partial modernisation of a lift. They have to consider budget, timescales and

potential disruption to personnel. The reasons for replacement or partial modernisation (more common in an existing occupied building) are varied and include situations where there may be an old lift (there are a lot of them still in service) that may be working well but there is the risk that when the lift does break down, parts are no longer available. Other scenarios include increased building occupation putting greater emphasis on lift use and improved performance requirements due to technology advances.

Money saver

Increasingly, a key consideration for FMs is the energy savings that they may reap as a result of adopting more modern technology. It is perhaps not well known that lifts being installed today return energy savings of over 50% and can make a significant contribution to the reduction of the overall carbon footprint of an organisation. Incorporating LED lighting reaps even further energy savings (up to 80%), and furthermore FMs may be eligible under the Carbon Trust grant scheme for funding towards lift replacement.

It's estimated that there are 270,000 lifts and 80,000 escalators in the UK, and it has been suggested that as many as 50% of these are more than 20 years old. This means that many

lifts in operation are already way past their shelf-life - certainly in terms of the car aesthetics, controllers and push buttons which as a rule of thumb should be replaced every 10 years.

Even if your lifts are working reliably, it's important to be mindful that the energy savings that you may reap over time by investing in an upgrade would more than offset that investment over the lifetime of the new lifts.

New for old

Amalgamated Lifts recently carried out a major project for a financial company occupying a Grade II listed building near St Paul's in the City of London. This included the refurbishment of four passenger lifts, three passenger/goods lifts and two car platform lifts. The new equipment is expected to reap energy savings of around £30,000 per year. The lifts were over 20 years old and the controllers were technically obsolete.

With breakdowns becoming increasingly frequent and maintenance costs on the rise, the client took the decision to make the £1m investment. Apart from the projected energy savings that amounts to a staggering £500,000 over the life-time of the lifts, the aesthetics of the new lifts and their

If you're in FM you need to be on i-FM

increased efficiency in moving 1400 people around the building were important considerations too

Increased frequency of breakdowns and more maintenance visits are clear indications that ageing equipment may be approaching demise. Other indications include less smooth car ride, greater noise levels and increased energy consumption - all symptoms of ailing lift technology.

At the other end of the spectrum, older buildings with perhaps just one lift serving residents or smaller office populations can benefit from a lift-car upgrade using drum driver technology. This method removes the need for a counter-weight in the lift shaft freeing up important lift car space in smaller lifts.

Existing lifts may be working well but may have their energy efficiency improved with the fitting of an inverter drive. The addition of the inverter to move the lift in the upward direction significantly reduces

both the heat and power usage of an existing hydraulic lift. A further benefit is that if the inverter used is chosen carefully, it may qualify for a Government Enhanced Capital Allowance of almost £2,500 which you can claim back against your tax.

The energy reduction is typically around 30%, but figures as high as 46% can be achieved. The beauty of this system is that it can be fitted with minimum downtime. Using this technology results in a cooler running lift, less stress on the drive components (due to the soft-start nature of the inverter), reduced energy bills, reduced carbon footprint and the ability to write off 100% of the claim value in the first year against tax instead of having it spread over five years. In some cases, you may be able to claim for some of the cost of the installation and transport of equipment.

These are just some of the methods that can be applied to enhance your existing lifts. When choosing the most

appropriate course of action for your needs, a lift condition audit is a good place to start. Make use of your existing maintenance provider to help you with this. If your lifts are serviced by the same engineers, they will have built up a good working knowledge of the equipment and should know its strengths and weaknesses. They ought to be able to give you reliable and honest feedback on how your lift is bearing up over time, and the technical team should be ready to provide informed recommendations on the best course of action.

<http://www.al-lifts.co.uk>



SUSTAINABLE FACILITIES MANAGEMENT SOLUTIONS FOR TODAY'S BUSINESS CHALLENGES.

Delivering outstanding asset management and customer facing solutions, driven by an uncompromising commitment to your success.



real success
is the success
you share



Lifts and Responsibilities

Jon Stannah, MD of Stannah Lift Services, outlines exactly what is required of lift 'owners'.

If your job role requires you to manage premises in which there are lifts, you and/or your company are responsible under the Health and Safety at Work Act 1974 for maintaining your lift in good working order. If your lift is in a workplace you also have an obligation, in addition to a programme of maintenance, to have the lift thoroughly examined regularly in accordance with Regulation 9 of the Lifting Operations and Equipment Regulations 1998 (LOLER), by a competent person, who will inspect the lift with a view to safety and advise you of any defects.

So what is the difference between maintenance and thorough examination of lifts?

Maintenance is the regular servicing of the lift, encompassing the routine adjustment to components, replacement of worn

or damaged parts, topping up of fluids and so on. This should be carried out by your lift service supplier. Maintenance is carried out to ensure the lift runs efficiently and safely. The frequency of service depends on each individual lift's situation. The greater and more frequent the travel and load, the more often the equipment will need to be serviced.

Thorough examination is the systematic and detailed inspection of the lift and all its associated equipment, and would usually be carried out by your insurance company or an appointed 'competent person'. Thorough examination provides a good check that maintenance is being carried out properly. It focuses entirely upon the safety of the equipment. The frequency of this examination is recommended as twice-yearly for passenger-carrying lifts and once-yearly for goods-only lifts, but again this depends on frequency of use and loads.

Who is the designated competent person?

This is the person you appoint to carry out the thorough examination in accordance with LOLER. The Health and Safety Executive advises: 'a competent person is someone who has sufficient technical and practical knowledge of the lift to be able to detect any defects and assess how significant they are. It is also important that the 'competent person' is sufficiently independent and impartial to allow objective decisions to be made. For this reason, it is not advisable for the same person who performs routine maintenance to carry out thorough examination, as they would be responsible for assessing their own work.'

The Guidelines for Supplementary Testing of In-service Lifts (formerly LGIs) help the competent person to decide what, if any, supplementary tests may be required, following the thorough inspection. However, the responsibility for following, and acting upon, these guidelines still lies with the lift owner/operator.



making every day a better day

When you outsource your services to Sodexo, you'll join over one million people whose lives we enhance every day. As experts in On-site Service Solutions, we provide a range of services that will help you concentrate on what you do best. We quickly become key players in your team and our experience ensures that we'll be talking your language in no time at all. In fact, we're ready to talk to you today.

Call us now on 020 7404 0110 or visit us online at www.sodexo.com



The guidelines are set out by SAFed (The Safety Assessment Federation) and endorsed by the Health and Safety Executive.

Although termed 'guidelines', these tests are an industry-standard demonstration of legal compliance, as failure to detect any faults in a lift which resulted in an incident may lead to prosecution based on a failure to follow 'best practice'.

Your competent person and/or your service provider will alert you to the need for any supplementary tests and always ensure your lift is safe and in good working order. Some tests can be carried out at the time of the thorough examination, other more complex or dynamic tests will usually be carried out by your service provider.

Time to modernise?

Your lift needs to meet BS EN 81-80 requirements. This standard relates to the upgrading of existing lifts and aims to improve safety, for passengers and lift engineers, and accessibility. Possible improvements to make to the lift are:

- Improving floor levelling at each landing
- Installing a 24-hour 2-way communication device
- Ensuring space is available to work at the top and bottom of your lift shaft
- Installing permanent effective lighting, sufficient to illuminate the work area for engineers
- Ensuring a safe means of access is available to the machine/pulley room
- Installing an apron to the lift car sill
- Installing a modern electronic device to remove risk to passengers of being struck by closing doors
- Installing a balustrade on the car roof
- Making sure the main electric switch can be locked-off.

New lift installations

A new lift will meet BS EN 81-70 in order to meet requirements of the Equality Act 2010 and the Lift Regulations 1997. A new Accessible Lift as defined by BS 8300 and BS EN 81-70 is:

- One you can find easily
- Large enough for its intended use
- One with space outside to manoeuvre
- Fitted with lift controls that are easily found and identifiable
- Fitted with visual and audible signals
- One with a clear entrance of suitable width
- Fitted with reasonable level of lighting in the car and on all landings
- Accurate on stopping to ensure ease of entry/exit.

To summarise, lift management is all about the safety of everyone using the lift and the engineers maintaining the lift. Think of it as you would a car. Driving an unchecked car on the road with operating faults and no insurance is foolish and dangerous and may result in an incident. Good lift management by a reliable service supplier gives everyone piece of mind.

TITAN

Titan has been established since July 1997 originally as a subcontractor to the Lift Industry.

However since its humble beginnings it has now become one of the leading names in the Independent lift company industry within the UK providing second-to-none service to clients ranging from local authorities, to private homes, to facilities management companies to independent housing associations and so on. Our client range is an extremely varied one and with a lift to client ratio of 4:1 we certainly know how to look after our client's needs!

Our services include:

Planned preventative maintenance, repair, modernisation, installation and service to Lifts, Escalators, Cradles and Hoists, Roller shutters, Commercial Doors and smoke curtains.

We operate throughout London, Home Counties & the southern part of the UK and with a close network of Industry Partners, we can also offer the services nationally.

Using the latest in digital pen technology, our own web portal and personalized lift data system Titan can keep you updated in real time with up to the minute information and with our on-going expansion programme many more can benefit from the high quality services enjoyed by all of our clients.

Please call us on **0208 303 0033** or email us on sales@titanelevators.co.uk or call in and see us at our head office - West Lodge, 167 Blendon Road, Bexley, Kent DA5 1BT



Recently on i-FM...

Over the past few months, i-FM contributors have tackled a range of important topics – from how we communicate in this business to the big issues shaping its future. The extracts here will give you some of the flavour in each case. You'll find the full articles on www.i-fm.net

We need a new story to tell

Barry Varcoe argues for change:

Facilities management has, in my view, reached a crisis point in its evolutionary path.

Two significant drivers have caused this – the massive economic and societal changes the world is currently experiencing, and the rapidly diminishing shelf-life of the current FM value proposition (now 20+ years old).

If you take a look at the websites of the current FM service providers in the UK you will soon realise that, for the most part, they are all saying the same things. The words that occur over and over again are 'reduced costs' and 'improved efficiency'. The industry has been saying - and selling - this for decades. The problem this causes, however, is that cost (or investment) and process efficiency are a means to an end, and not the end or outcome itself. As an industry, FM therefore has not been selling the value it brings, but has backed itself into a position of being an increasingly marginalised commodity, with the wafer-thin profit margins that goes with that.

If the industry is to have a bright future, it needs to change itself and quickly...

Social media is the future

Iain Murray says the time for action is now:

Let's light the blue touch paper: 90% of you reading this are luddites when it comes to social media.

You don't need to look so indignant - you know it's true! Where does that leave you? Currently, given that statistic, in the majority and theoretically good company; however, there is a paradigm shift occurring and while it is still slow, and still in the 'early adopter' phase, things are definitely changing. I don't expect you will disagree with me that social media is growing at a phenomenal rate, and I expect you will recognise that it has not yet gained the traction that it might have first promised, but again, this is changing. So why care, or why bother if all of the above is true....

The PR dilemma

Andrew Brown identifies an industry weakness:

Public image is an elusive thing. Just ask politicians, celebrities and major brand names.

In my view, if you operate in the public domain then you are fair game for criticism from the media and general public. Their criticism is generally based on perceptions; therefore you are judged upon the basis of what you say and what you do. Because, as Bananarama and the Fun Boy Three sang - it ain't what you do, it's the way that you do it. In PR, that means what you say or write....

Game changer opportunity

Tim Oldman makes the case for better data:

No matter what the economic circumstances, the successful teams, the successful businesses and the successful people all have one thing in common: a sense of purpose provided by strong leadership.

In the tough times everyone is experiencing right now, having the foresight and conviction to be the right kind of leader is challenging to say the least. But it is made easier by one thing – good information.

So, where is the research in facilities management and commercial real estate? What kind of information are the estates management teams and FMs basing their decisions upon? Right now, when financial imperatives appear to be driving everyone, crucial decisions are made based upon costs and prices – not necessarily value....

Procurement: defining what you need and how to get it

Paul Crilly issues an impassioned call to raise FM's game:

Sometimes we seem to be an industry that knows the cost of everything and the value of nothing.

The recessionary pressure delivered globally by these austere times has impacted extremely negatively on the values and behaviours of procuring customers in the engagement of future supply chain partners and has seen them retreat to the behaviours of the 1990s where contracting was cost focused, adversarial and characterised by little value for customer or supplier communities. In what many call the 'Information Age' we appear to have learnt nothing.

We are an industry involved in the management of customer assets and resources. We should be driving value through our customers' core business, adding demonstrable value to their business outcomes. Is this transformation of inputs into efficient outputs achieved through the sophisticated method taught in management training programmes? Have we taken the inputs and transformed them incrementally into agreed outputs for our customers who are now operating on a global performance datum? Or are we merely doing as we are told....

Joining Forces

Elliott Chase talked with the key players in one recent M&A deal:

In an industry often accused of lacking differentiation, SGP is a company that seems to know exactly what it is about; and it appears to be making a success of it.

In 2011 it delivered revenue growth of over 13% and pushed adjusted operating profit up by almost 14%. Its strategy of building a presence in a range of sectors – notably retail, commercial, education and healthcare – has produced a resilient balance that enables it to shift in and out some of its more specialised skillsets, such as projects capabilities, according to demand.

A large part of SGP's reputation has been built on its management capabilities, the quality of its systems and its big and busy Leicester-headquartered call centre. So why would this business want to buy another system-based service company – which it did when it sealed the deal earlier this year to acquire Nickleby and Co....

FM's Game Changer

David Emanuel opens an important debate:

That's a punchy title, full of promise. But is there really a change on the horizon that could reshape this large and dynamic sector?

For the past 30 years or so, facilities management has been evolving slowly and steadily. Generally speaking, whether we're looking at FM as an industry or as a business discipline, it has grown considerably more sophisticated over those decades and achieved greater levels of recognition. But fundamentally, not all that much has changed over the years – a fact that brings with it the dangers of complacency and a consequent devaluing of the whole concept.

So what could come along now as a major driver to shift the status quo....

Lean Thinking in FM

Professor Edward Finch tears down some of the myths around a promising solution:

One approach that is becoming a key weapon in the facilities management armoury in dealing with inefficiency and waste is 'lean thinking'.

Sometimes the term 'lean' trips off the tongue so easily without realising its deep-seated potential. We use expressions like 'mean', 'green', 'efficient' and 'lean' almost interchangeably without acknowledging the commitment the lean approach entails. So what exactly does lean thinking mean if it is more than simply being austere with resources....

At i-FM, we publish important comment and features like these regularly. And, of course, we update our news pages five days a week. No one knows more about this market – which is why we say:

If you're in FM you need to be on i-FM



Rising Market: recent big stories from the lifts and escalators industry

Otis scoops London deal

Crossrail and Transport for London have awarded a contract to Otis for over 100 escalators for Crossrail and the Tube network, including 57 escalators for the new Crossrail stations in central London.

The deal is worth £190m and is one of the biggest orders ever placed in the UK for station escalators. The joint procurement will realise cost savings of up to £65m over the 30-year contract period – savings that would not be achieved if separate, smaller orders had been placed.

Martin Rowark, Crossrail's Procurement Director, explained: "Crossrail will carry over 200 million passengers each year and escalators will play a crucial role in getting passengers into the massive new stations and onto trains that will whisk them across London. Crossrail and TfL have combined our buying power to secure significant cost savings as well as a standardised escalator for stations and a long-term maintenance deal."

Under the contract, Otis has committed to a 60% improvement in Tube escalator reliability with incentives to increase this further. Payments are linked to achieving these improvements.

There are over 428 escalators across the Tube network. Each operates for 20 hours a day and they are intensively used so need to

be built to last. The cost of designing, building and maintaining a single escalator over its 40-year life is around £2.5m. The first escalator was installed on London's transport network at Earl's Court Tube station in 1911.

Crossrail and TfL to pioneer incline lifts

Crossrail and Transport for London have awarded a major contract to Kone for 50 lifts for both new and existing stations. The incline lifts will ensure step-free access at key sites where it is not possible to install vertical lifts.

Crossrail Procurement Director Martin Rowark said: "All Crossrail stations in central London will have step-free access from street to train. The new incline lifts offer an added benefit by allowing groups travelling together to have passengers with wheelchairs, buggies or large baggage to take an incline lift while friends and family take an escalator directly alongside."

The contract, valued at around £45m, includes maintenance for a period of 22 years.

Kone opens new chapter

Global lift company Kone has set out to establish what it describes as 'a benchmark for the whole industry' with the launch of a new product range promising leading eco-efficient performance, premium ride comfort, award-winning design

and improved space efficiency.

The new range is expected to cover approximately 60% of the company's lift offering and will gradually replace its current volume lift offering globally.

"The new volume elevators are the core of our product offering and will thus have a significant impact on our business. These products will come to represent a substantial part of Kone's elevator supply over the coming years," says Matti Alahuhta, President and CEO of Kone Corporation.

The new products will be available in Europe and Asia/Pacific during the second half of 2012 and in the Americas in 2013.

The company says its new MonoSpace lifts are up to 35% more energy-efficient than its previous industry-leading lift platform. The improvements are made possible by the completely renewed KONE EcoDisc® hoisting machine, a highly efficient drive, and enhanced standby solutions.

"Construction and real estate customers are demanding when it comes to energy-efficiency and green building certification schemes like LEED and BREEAM. With our solutions, the carbon footprint of buildings can be cut to an even greater extent," says Heikki Leppänen, Executive Vice President of New Equipment at Kone.

i-FM - your online resource

i-FM is the only online resource an FM ever needs. If you haven't spent some time on the site recently, plan to come back soon. There's a lot there, and much of it is freely available to everyone.

Our award-winning content includes daily news updates, feature articles and commentary - all with a keen focus on the FM marketplace. It's a quality you won't find anywhere else... we're flattered to be imitated, but we've never been equalled! Just as unique on i-FM is our premium content, including market analysis, research and bespoke reports. The ideal blend tailored to business needs, whether you are client or provider.

- News - we update our news pages five days a week. If you want to know what's happening in FM, i-FM is the place to find out
- Features - written by our team, or commissioned by us, plus important articles sourced from other leading publications
- Comment - regular insights, views and opinions from experienced practitioners and market observers
- FM Briefings - each targeting a specific service area to ensure practising FMs have the information and knowledge to make efficient and effective decisions
- i-FM Jobs - listings of the current opportunities, plus advice and support for jobseekers
- The Top 50 - our pioneering benchmark tracking the top players in UK FM
- Research - current and archived

studies tailored to major issues in the UK market

- And much more - including background on the FM market, our unique 12-year news and feature archive plus insights into how FM has grown and developed over the past decade, links to training providers, our industry events calendar, a round-up of awards and winners, links to relevant organisations and information sources.

Don't just take our word for it; take a look at the testimonials on our 'About Us' page or talk to any i-FM licence holder.

What does a licence cost?

We offer a range of options according to the size of your organisation:

Sole Practitioner:
(1 user licence) £545 + vat)

Small Enterprise: (< 25 staff)
5-user licence £1,350 + vat

Corporate:
15-user licence £2,500 + vat.

Or, individuals new to i-FM can sign up for i-FM Lite, which brings you everything except our premium content - for free!

Elliott Chase - Editor
elliott@i-fm.net 07973 171 440

David Emanuel - Sponsorship
david@i-fm.net 07768 765 967

Helpdesk -
helpdesk@i-fm.net 0208 922 7491



“Shred-it provides us with peace of mind by supplying unparalleled security for the information we value.”

Shred-it's processes help keep organisations compliant with company policies, industry regulations and legislation.

Shred-it offers:

- Uncompromising security and compliance
- A nationwide network with local service
- Free security consoles to store your confidential information prior to shredding
- Certificate of destruction immediately after each shred
- Recycling of shredded paper
- Annual certificate of environmental accomplishment

To find out more about secure shredding please call 0800 012 6396 or visit www.shredit.co.uk



Making sure it's secure.™



Shred-it has been assessed and certified as meeting the requirements of ISO 14001:2004, ISO 9001:2008 and EN15713