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PERSPECTIVES



1 What is 'hard FM compliance'?

NICK FOX is current chair of the BIFM South West Region and head of operations for Serco

Ask FM professionals what keeps them up at night and I guarantee many will say “compliance”. Why?

I have worked with three big FM providers and all of them measure it differently so what hope do we have in defining one measurement of compliance? We need more clarity and consistency in among the plethora of standards and regulation that exists.

The only answers I need to know are: what assets do we maintain, how do we maintain them, and how often?

Compliance is multifaceted and means different things to different people. Why can't we be more precise?

Is it because the data in our system doesn't allow us to make a more informed decision on compliance? Do we lack the technical ability to audit compliance? Are our contracts so vague that we don't understand what standards we are following and what that means in terms of service delivery?

Does your contract split PPM tasks between statutory, mandatory, routine and only measure compliance based on the statutory tasks? What tasks would you divide up

between the three terms?

Is it best for the industry to split compliance and statutory compliance and recognise both terms differently?

Most will say that you are compliant when the PPM task is completed. I disagree.

“WHAT ASSETS DO WE MAINTAIN, HOW DO WE MAINTAIN THEM, AND HOW OFTEN?”

Is it when the remedial is completed? Or when the work completion paperwork is received? Otherwise, how can you evidence it? Is it all three? What about if the work was not completed to manufacturer's recommendations or in line with the asset O&M manual? Or it was completed by an engineer who doesn't hold the relevant qualifications?

Does it matter? All of it matters.

In coming few months I will be working with a team of industry figures to explore this topic to uncover every aspect to come up with a more consistent way to measure compliance.



2 Don't judge – listen to us

JOSEPHINE O'CONNOR is business & community investment manager at Vinci Facilities

I read the last edition of *FM World* with interest as my own health has deteriorated. Now 51, I permanently walk with a stick. I have many doctors and hospital appointments to monitor and treat my conditions. On a bad day I may be housebound or have to use a mobility scooter; on a good day I can walk around 3,000 steps. My employer, Vinci Facilities, is excellent and recognises that being registered disabled presents its challenges.

I have been turned away from meetings because there is no access for me. I cannot use stairs, so meetings need

“I HAD TO OPT OUT OF A TV INTERVIEW AFTER WINNING AN AWARD”

to be on the ground floor. In one London borough I was told, “This is 100-year-old building, of course there isn't a lift!” leaving me to attempt the stairs (in pain) while everyone watched. On another occasion when a lift was out of action I couldn't participate in a meeting because there was no

back-up plan. I've even had to opt out of a TV interview after winning an award because the venue couldn't accommodate my need to be accompanied within the building via staff lifts.

And disability often comes with pain. Pain management is personal and can affect a person's ability. That's why you sometimes see a person need a walking aid one day and not the next. I am able to work full-time because my employer enables me to juggle my treatments with my workload. I have no doubt that if they did not I would have to give up work for a life on benefits.

When you're disabled everything impacts, from the chair you sit on in a meeting to the journey to get there. I can no longer use public transport, as I am not strong enough to stand or be jostled. I have no choice but to drive, so need to park near where I am going. Central London appointments are simply no-go! Thank goodness for videoconferencing.

But there's nothing wrong with my brain and I have much to contribute. Please don't look down on me or judge me but listen to what I have to say – you might learn a thing or two.