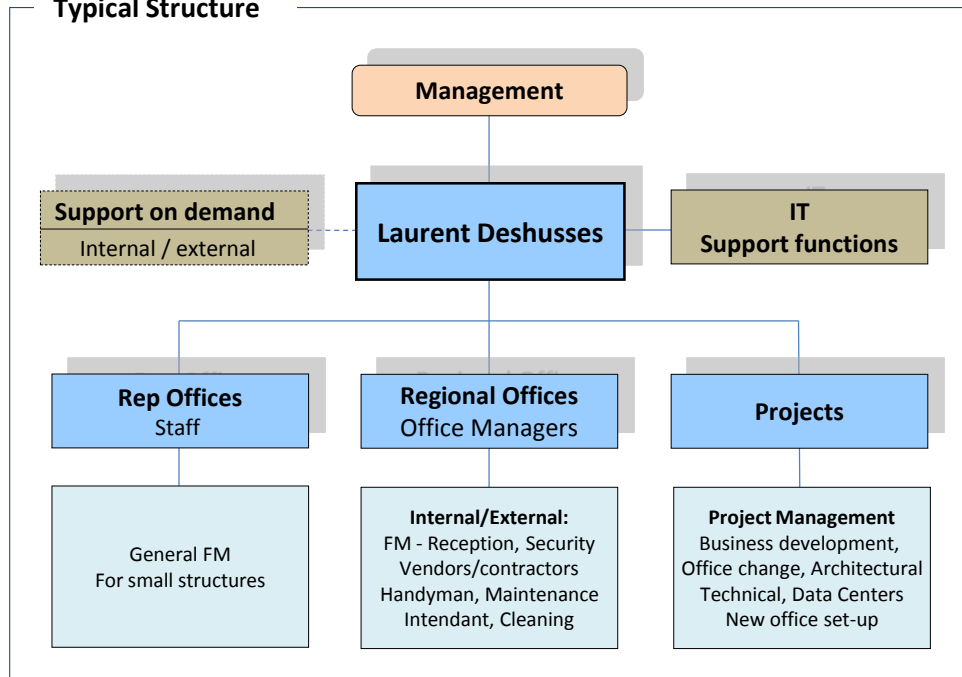


Typical Structure



Global Facilities



TO BE EXTENDED
TO
GLOBAL FACILITIES

Scope /Responsibilities (main focuses)

- **Facility Management:** Assuring that real estate & workplace strategies, operations, services, technical infrastructure meet local business needs at both levels: strategic and operational
➡ [See p.2 to read more](#)
- **Workplace Strategy (WS) :** “The dynamic alignment of an organization’s work patterns with the work environment to enable peak performance and reduce costs.”
➡ [See p.3, 4 to read more](#)
- **Space Planning, Drawing :** Office layouts are subject to frequent changes to follow business’ demands. Nothing beats a floorplan in giving a clear view on a project going life
➡ [See p.5 to read more](#)
- **HSE (Health, Safety and Environment):** Assuring a safe and healthy working environment; to meet local and corporate guidelines. Undertake risk assessments to prevent harm.
➡ [See p.6 to read more](#)
- **BCM (Business Continuity Management):** Identifying and assuring a Business Continuity Planning for internal and external threats and synthesizes hard and soft assets to provide effective prevention and recovery for the organization.
➡ [See p.6 to read more](#)
- **Project Management:** Overall control of various projects; business development, office change, architectural, technical, Data Center, new office set-up..., From inception to completion; Project structure, coordination, timeline, budget.
➡ [See p.7 to read more](#)
- **Next steps / Implementation** ➡ [See p.8 to read more](#)
- **Publications:** ➡ Visit www.lanico.com/posts

Areas of Competency – Laurent Deshusses

Facility Management

Facility Management: Assuring that real estate and workplace strategies, operations and services in all locations meet local business needs at both levels: strategic and operational.

- Commercial property portfolio management
- Assessment and review of current space efficiencies
- Develop structures, define roles and responsibilities
- Operational, processes, procedures
- Develop guidelines and standards
- Workplace strategies, growth projections
- Create a high performance workplace
- Space planning, layout, floor plan (AutoCAD 2014 Certification 2D&3D – see next page)
- Moves, adds and changes
- Close liaising with other departments
- Office equipment, office furniture, inventory, archiving
- Office support functions
- Reception, switchboard, client center, shipping and receivables
- Staff and visitors
- Meeting room management
- Audio, Video conferencing, Telepresence, Tandberg/Cisco
- Conciergerie
- Staff arrival, departures
- Catering, cleaning, recycling
- Energy Efficiency, Energy Management
- Procurement, vendors, suppliers – Contracts, SLA's
- CAPEX, OPEX portfolio Management, Cost saving
- *And more*

General Technical Services

- General technical maintenance
- Technical standards for building infrastructures
- Maintenance systems
- Periodic statutory testing and inspections
- Management of Power and data cabling
- Technical alarms - Technician repair procedure

Travel Services

- Tendering agencies
- Develop commercial services
- Develop web portal for users
- Summary and statistic tools

Wellness

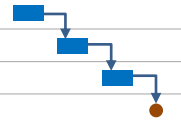
- Develop Wellness concept
- In house pharmacy
- Fitness
- In house doctor
- Health Check

Events

- Manage company's events
- Team building
- Christmas Party
- Happy hours

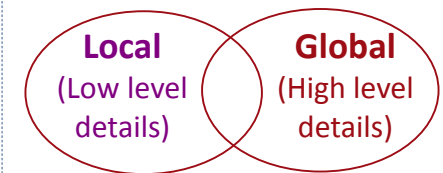
What's Facility Management

Facility Management (FM) is an interdisciplinary field devoted to the co-ordination of all non-core businesses and to ensure proper operations within the company.

- 1) Analysis
 - 2) Develop
 - 3) Execute
 - 4) Assess
- 

Local vs. Global

- To differentiate **Local** and **Global** business
- To have a global overview on all locations (high level details)
- To align business across all locations only when synergies can be reached – Avoid standard globalization, keep it simple and efficient.



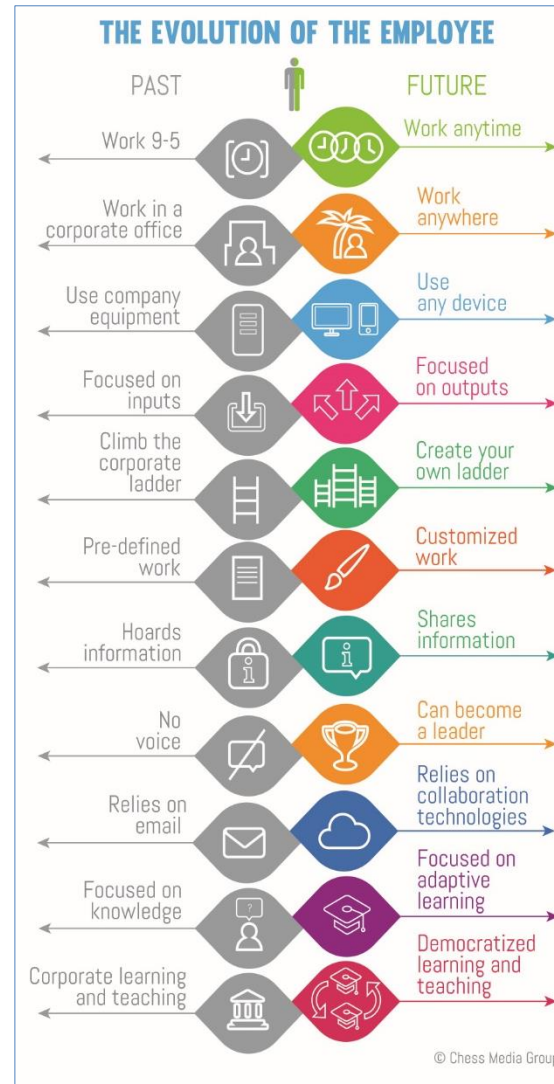
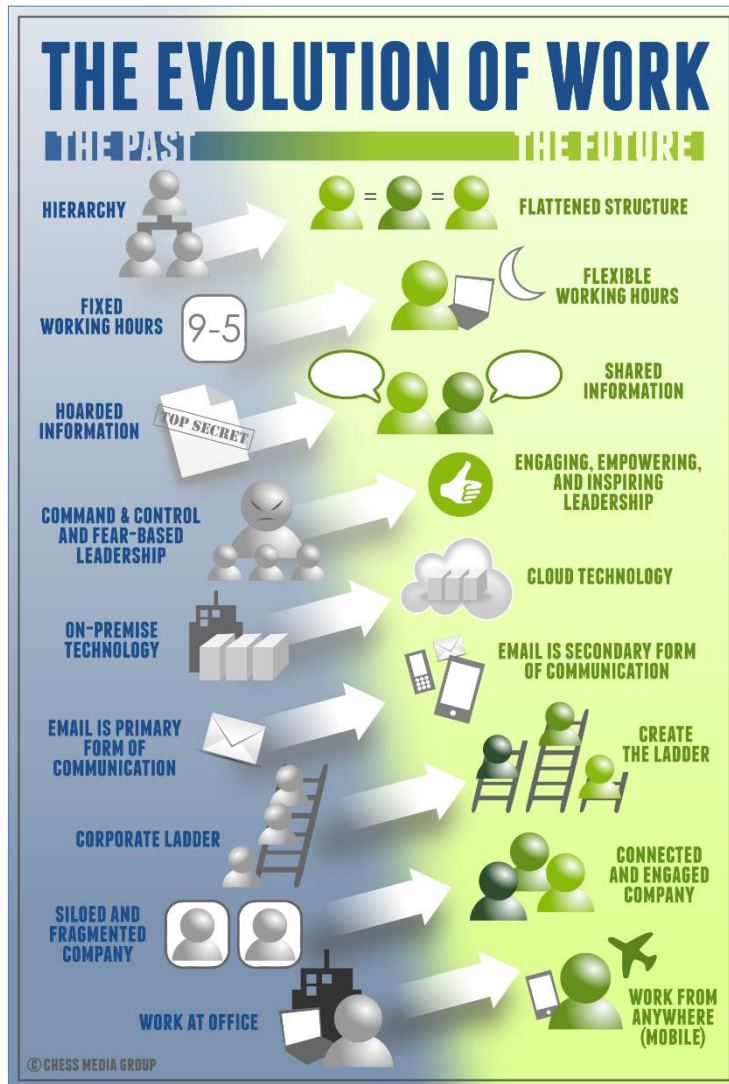
A Venn diagram with three overlapping circles. The top circle is blue and labeled 'People'. The bottom-left circle is orange and labeled 'Place'. The bottom-right circle is green and labeled 'IT'. The intersections of the circles are shaded with a brownish-green color.

- In practice, a workplace strategy is: “a systematic approach for improving the effectiveness and efficiency of how work space is used by changing the way work space is configured.”

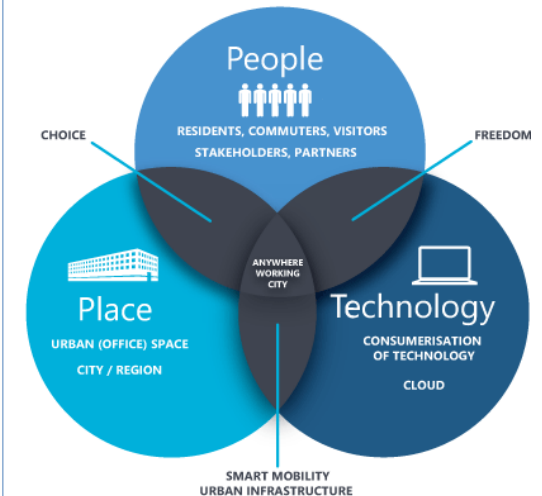
Actual trends in office environments

Areas of Competency – Laurent Deshusses

Workplace Strategy - The Evolution of work



companies are facing more and increasingly sophisticated demands on their time and resources. New workplace horizons are making themselves apparent; in terms of technology, management styles and infrastructure. We are still searching for the best solutions to these challenges. Companies understand that their long term success depends on an ability to anticipate what will happen in the future.



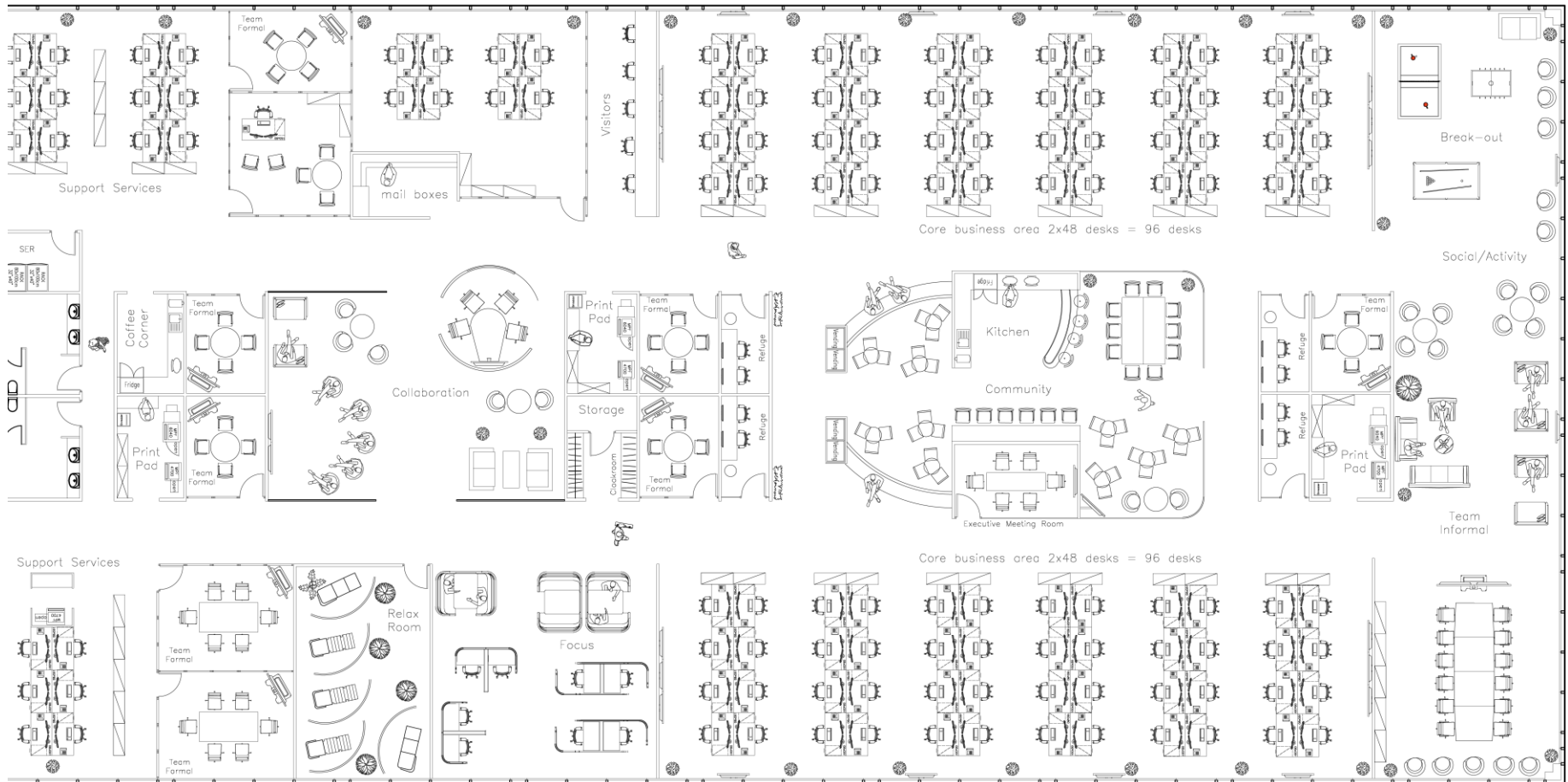
Source:
Chess Media
Urenio

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Space Planning - Drawing

Space Planning - Drawing: Office layouts are subject to frequent changes to follow business' demands. Nothing beats a floorplan in giving a clear view on a project going live. Below an example of a floor plan made with Autocad

- A variety of Spaces for a variety of work - Think in zones (Workplaces, We-Places, Me-Places) - Increase organizational agility and flexibility - Places to work, not workplaces - Achieve a balance between communication and privacy - See p.3 Workspace Strategy



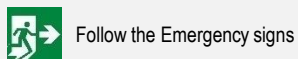
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HSE (Health, Safety and Environment)

HSE (Health, Safety and Environment): Assuring a safe and healthy working environment; to meet local and corporate guidelines. Undertake risk assessments to prevent harm.

- Risk assessments
- Security processes and procedures
- Fire drills
- Fire wardens
- Safety walks
- Access control management
- Intrusion Alarm
- CCTV
- In house pharmacy
- Wellness, health check
- *And more*

FIRE ALARM EVACUATION



Follow the Emergency signs



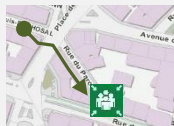
Do not use lifts



Go to the assembly point
(See below)



Don't return to the building,
wait for instruction



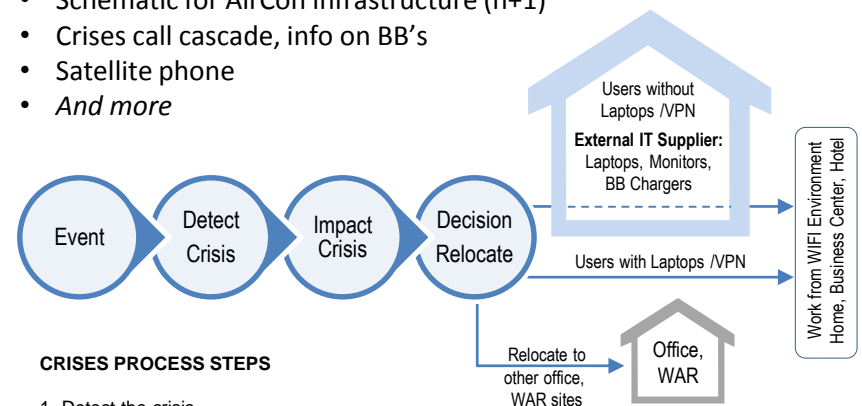
Useful numbers:
Security +41 22 123 4567
Police 0-117
Fire 0-118
Ambulance 0-144



BCM (Business Continuity Management)

BCM (Business Continuity Management): Identifying and assuring a **Business Continuity Planning** for internal and external threats and synthesizes hard and soft assets to provide effective prevention and recovery for the organization – Be prepared for the unexpected.

- Risk assessments
- ISO 22301
- BCM Processes and procedures (steps, actions)
- WAR (work area recovery) implementation and regular testing
- Schematic for power and data infrastructure (n+1)
- Schematic for AirCon infrastructure (n+1)
- Crises call cascade, info on BB's
- Satellite phone
- *And more*



CRISES PROCESS STEPS

- 1- Detect the crisis
- 2- Judge the situation and assemble the crisis team
- 3- Declare the crisis and inform the crisis team
- 4- Implement a safe and healthy situation for employees and other parties concerned
- 5- Communicate to internal and external (after approval)
- 6- Realize a business continuity plan
- 7- Develop an aftercare plan
- 8- Bring the crisis situation to an end
- 9- Log Crisis process

"If you think security is expensive, think about an accident"



Areas of Competency – Laurent Deshusses

Project Management

Projects: Overall control of various projects; business development, architectural, construction, technical, Data Center, new office set-up.

Main steps in project management

- 1) Define project team, roles and responsibilities (internal & external)
- 2) Define scope of works, practices, needs, Design & Concept
- 3) Manage Budget & Planning
- 4) Manage site works
- 5) Change Management

Main steps in construction

- 1) Develop concept, design
- 2) Approval (concept and financial)
- 3) Ordering period
- 4) Installation period, commissioning

New Office set-up main steps

- 1) Define needs of office (size, location, features, technical) - 2) Office search, survey, short list - 3) Visits, recommendation final choice - 4) Develop budget, planning - 5) Landlord negotiation (lease terms) - 6) Set-up Construction/project team - 7) Legal review – Signatories - 8) Lease start, Premises ready for fit-out - 9) Office + IT concept design - 10) Ordering material, furniture - 11) Office fit-out - 12) IT room delivery - 13) IT room set-up - 14) Testing, commissioning - Hand over - 15) Move-in - 16) Snagging

General Approach on project management and main steps (building related) - *From inception to completion; Project structure, coordination, timeline, budget*

Internal project team Set-up an internal project team to define the pre-project and later the project (Roles and responsibilities)

Pre-project (preparatory phase)

- Understand the background and the rationale of the project
- Understand the company's policies, regulations, standards and future vision
- Understand the operations that refer to all aspects within the company that makes it function and operate on a daily basis.
- Define needs, practices; actual and future of the organization, project (headcount + growth, workplace strategy, space, features, infrastructure, technical, IT, HSE, BCM)
- Understand existing infrastructures, undertake surveys, risk assessments of actual set-up, Identify issues/problems - Get proposals, options and measures of corrective actions
- Define general aspect/image for the new project
- Develop overall project strategy (mechanism, temporary relocation, demolition, construction)
- Develop scopes of works, general ideas (high level design), Develop budget and timeline

Project

- Set-up external project team (architects, engineers, contractors,...)
- Turn the pre-project into a project (feasibility, options, constraints, authorities first approach...)
- Develop project with internal and external project teams, with main steps:
 - 1) Brief & concept design - 2) Project & design, budget, planning proposal - 3) Tenders & offers
 - 4) Authorization and other procedures - 5) Coordination with consultants - 6) Full site supervising, project management - 7) Finishing, commissioning, and handover - 8) Full financial control

Past-Project

- Document & Monitor- Assess project success, improve
- Develop general Facility Management for the day to day business (security, operational, maintenance,...)



Change Management

- Prepare for change
- Manage change
- Reinforce change



Areas of Competency – Laurent Deshusses

Next steps / Implementation

Next Steps / Implementation: To ensure smooth and safe operations for employees and the core business, some actions are essential and critical:

How ? > People and Business Management

- Meet existing team and develop a support/project team and define roles, responsibilities and priorities.
- Create a strong team spirit, working in the same direction and service oriented to fulfil the office' demands, to ensure smooth operation, new projects and the safety of all staff - Be a leader.
- Understand the office needs and vision, standards and policies (actual and future).
- Understand existing infrastructures.
- Undertake Surveys, Risk assessments of actual set-up - Identify issues/problems.



BE A LEADER

- Principle 1:** Begin with praise and honest appreciation.
- Principle 2:** Call attention to people's mistakes indirectly.
- Principle 3:** Talk about your own mistakes before criticizing the other person.
- Principle 4:** Ask questions instead of giving direct orders.
- Principle 5:** Let the other person save face.
- Principle 6:** Praise every improvement.
- Principle 7:** Give the other person a fine reputation to live up to.
- Principle 8:** Use encouragement. Make the fault seem easy to correct.
- Principle 9:** Make the other person happy doing the thing you suggest.



- Up and running! Document & Monitor for continuous improvement



- Define **priorities**.
- Get **Answers** and evaluate processes and minimize risks.
- Get **Proposals**, options and measures of corrective actions.

- Assess program success
- Track Metrics
- Improve

