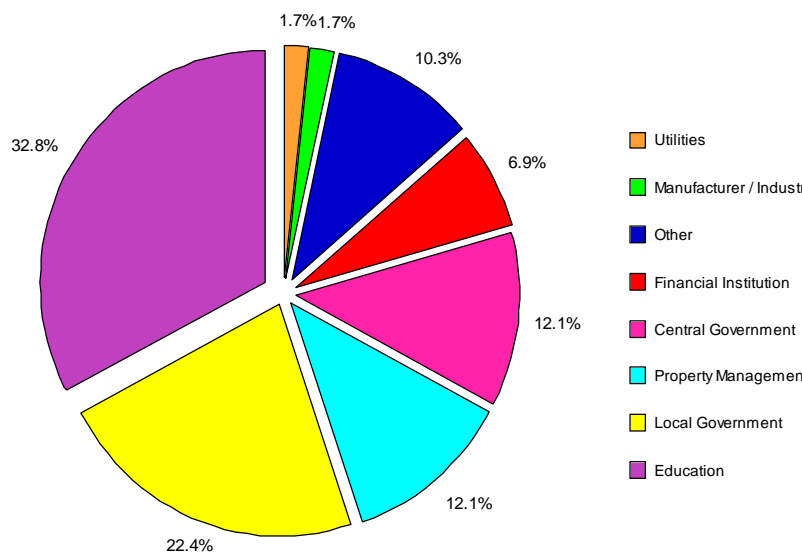


## BSRIA's Operation and Maintenance Benchmarking Network

The philosophy of benchmarking is one of continuously and objectively seeking improvement. The members of the BSRIA Benchmarking Network seek to compare performance within their own organisation and also with others. The Network depends upon mutual co-operation, confidentiality and a 'give to receive' approach.

The operational data captured is categorised by the type of building operated. It is further broken down into size of building and geographical location. This allows members to make better like for like comparisons.

We are collecting data from a range of business sectors as illustrated below and have received data for 8 categories of buildings.

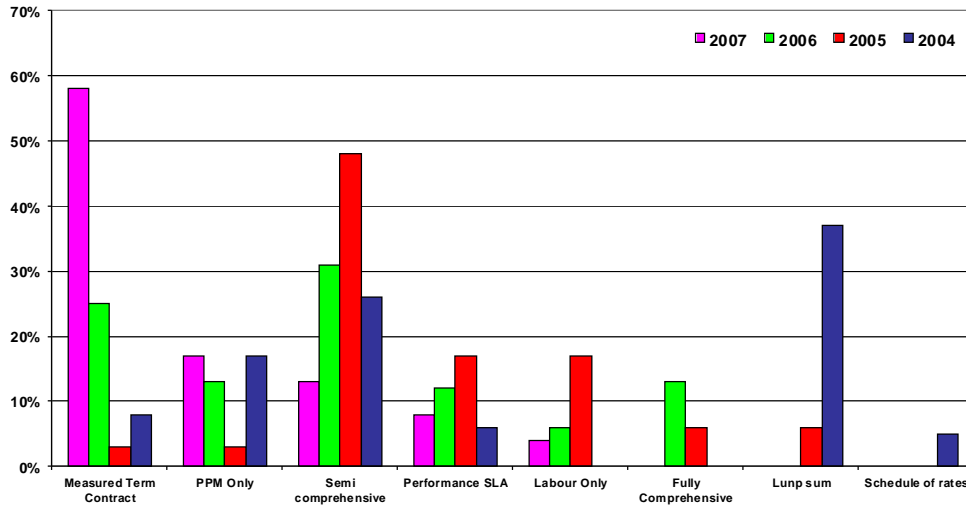


This year, the Network has brought the data into line with the recently published CIBSE TM46 energy benchmarks, which are being used to benchmark public buildings for the Display Energy Certificates (DEC). The titles have been edited to describe the buildings main function. In previous years Offices and Premium Offices were reported separately, these are now reported as one.

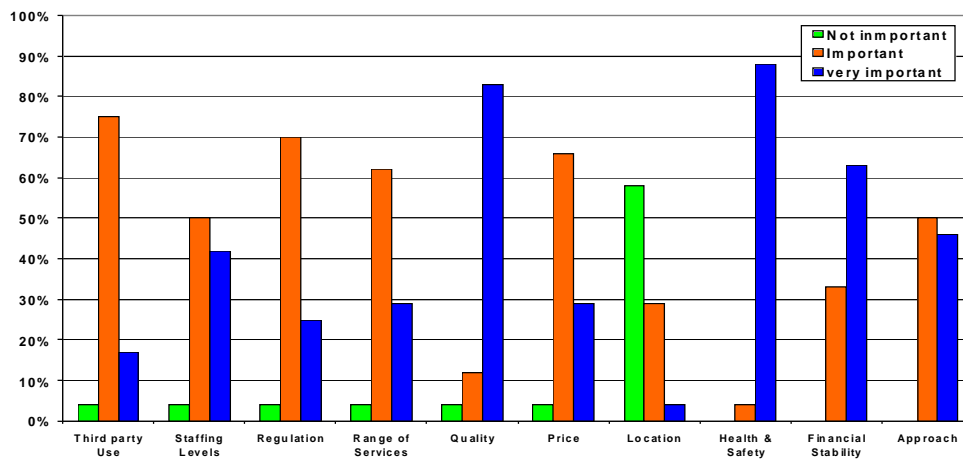
The results of questions asked within the maintenance section enable members to understand the influences that can affect the cost of maintenance delivery. How the maintenance team is resourced is asked. Our reports show that the way maintenance is resourced has been changing over the past two years.

There has been a significant decline in 'Minimal or no in-house management with management & operatives all outsourced' within the Network. In 2005 it was 60%, last year that number decreased to 26%, this year it is just 16%. There has also been a significant increase in 'Fully in-house management with operatives by single service provider', last year just 5% were resourcing this way, this year it has risen to 26%, moreover, 2% are reporting to be fully in-house.

Network members indicated the type of contract they use when procuring a main M&E maintenance contractor. The figures for the past four years as a percentage of the respondents for each year are shown below. This year there has been a decrease in Semi Comprehensive, Performance SLA and an increase in Measured Term Contracts (MTC). This is a reflection of the respondents with just under 60% this year being in the public sector who favour the MTC.



The criteria used for selecting main M&E contractors are also captured. The results show that Health & Safety was the most important criteria, closely followed by Quality. Location is a less important area.



### Soft services benchmarking

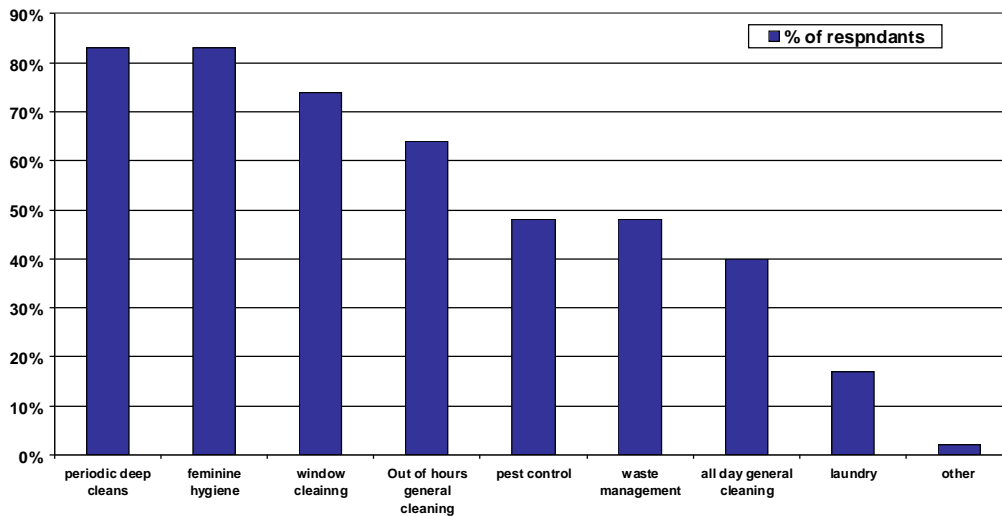
This year the Network has continued collection of soft services cost data for cleaning, catering and security. As with maintenance there are influences that affect the cost of these services and we have collected this data again this year.

### Catering

The majority were outsourced contracts. 72 % had drinks vending machines and 56% stated they had a full restaurant. Offices had the largest average cost for catering and a large range. They also had a large spectrum of activities being included in the costs.

## Cleaning

Activities included in the main cleaning contract were collected with 42 respondents providing information on cleaning.



## Security

Security is generally associated with the risk to the core business. Of the buildings being benchmarked in the Network the University Campus had the lowest average cost per m<sup>2</sup> and General Accommodation the highest.

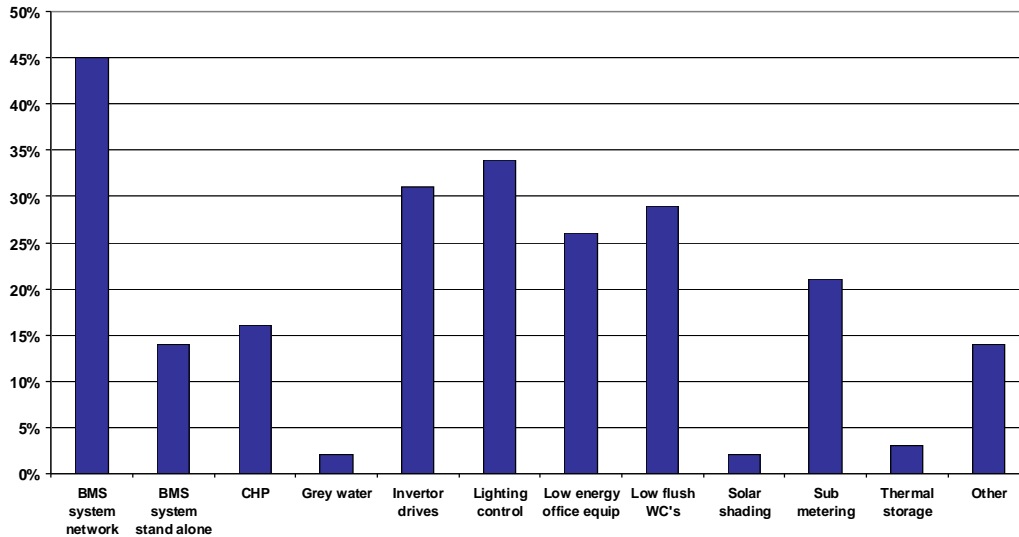
## Energy Benchmarking

Energy is a very topical subject right now at every level, from government to the home. Facilities managers are under enormous pressure to buy and use their energy not only effectively but also cleaner.

New legislation in the form of the Carbon Reduction Commitment (CRC) will affect large energy intensive businesses and to ignore the implications of the cost to those organisations liable is not an option.

Even for those not affected by this legislation there has never been a more important time to have up to date knowledge of the performance, costs and consumption of your building. The use of your own cost and consumption data can only be managed effectively if it is measured, reported, reacted to and updated accurately as well as regularly.

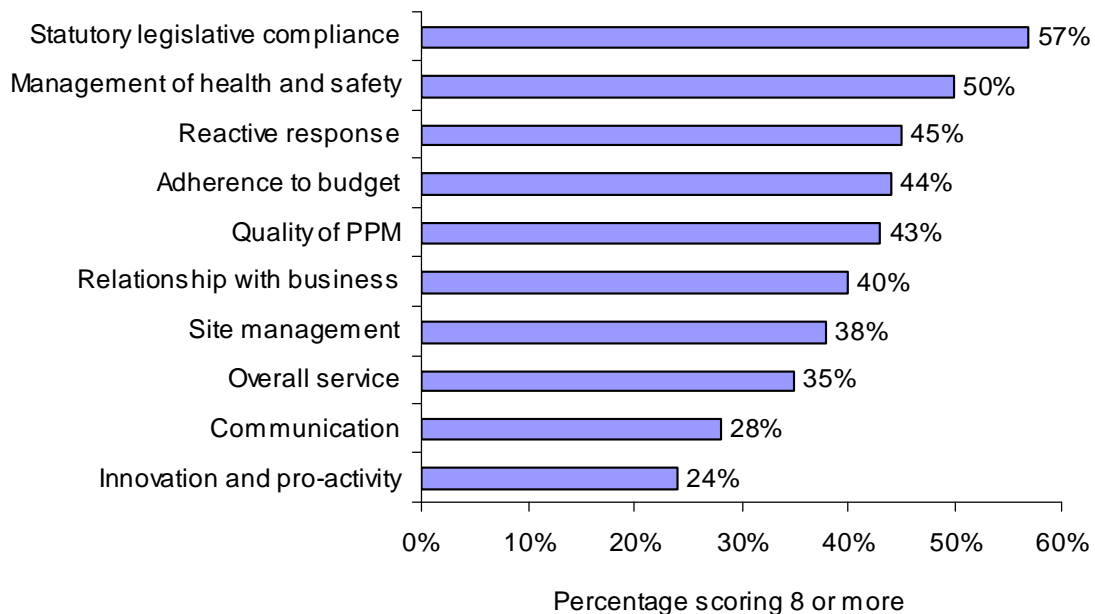
The operational data questionnaire asks the respondent to state which energy saving technologies they employ. 45% had a BMS networked system and only 30% had Inverter drives and/or lighting control. The lower replies were for grey water, solar shading and thermal storage.



Energy is such an important issue that BSRIA have gone into more detail and carried out an Energy Management survey on behalf of the Network. A summary of the findings is available from BSRIA.

### Customer satisfaction KPIs

Benchmarking is used as a tool to measure the performance of contractors or in-house teams. Although Key Performance Indicators (KPIs) do not provide answers to problems within the industry, the results can be used as a powerful influence when setting targets and encouraging improved performance. For the last 4 years BSRIA have collected customer satisfaction feedback on their main mechanical and electrical maintenance service providers. BSRIA asked building owner operators to assess Mechanical & Electrical service providers they are currently using.



Legislative compliance scored well, with 57% scoring eight or higher. Innovation and being proactive had a disappointing result, with only 24% a good score of eight or more.

## Seminars

The Benchmarking Network membership includes free attendance to seminars throughout the year. The seminars aim to promote best practice and challenge the way in which facilities services are delivered. The Network had some excellent presentations and speakers at our seminars this year. The feed back from the event evaluation forms were extremely positive. The Network also held two special interest group meetings. These were held by kind invitation from two of our members.

Date	Event	Notes
Thursday 26th June 2008	<b>FM Legal Update</b>	Smithfield's London
Thursday 6 <sup>th</sup> November 2008	<b>Energy Management in Practice</b>	Broadway House London
Thursday 12 <sup>th</sup> February 2009	<b>Innovation in FM</b>	The Oval London
Thursday 23 <sup>rd</sup> April 2009	<b>Improving Performance</b>	BSRIA Bracknell

## Forthcoming events

Date	Event
<b>Friday 3<sup>rd</sup> July 2009</b>  Venue: The Commonwealth Club, London	<b>Legislation update</b> Health & safety strategy 2010 & beyond, FGas update, safe people safe places safe procedures, Halving waste to landfill & workplace recycling, Pandemic planning.
<b>Friday 6<sup>th</sup> November 2009</b>  TBA	<b>Energy</b> Issues topical at the time of the event including BREEAM in use
<b>Friday 19<sup>th</sup> February 2010</b>  Webinar	Topical subject  To be confirmed
<b>Friday 23<sup>rd</sup> April 2010</b>  TBA	<b>Topical subject &amp; Benchmarking data</b> Topical presentations plus Benchmarking Network data

Full details of all events will be circulated to all Benchmarking Network members prior to the events.

BSRIA encourages the Network members to participate in the events and provide ideas and presentations on issues of importance to them.