

Buzzy Ratios 2009

Financial year 2008

Working-environment performance indicators

Introduction

Comparative report

List of ratios



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Preface 2009

“Arseg Buzzy Ratios” ⇨ Working-environment performance indicators

Arseg has the great pleasure to provide you with your own copy of the Buzzy Ratios release 2009. It includes a set of the working-environment performance indicators and the values which have been calculated with regard to 2008 expenses.

The report will enable you to compare your company's expenses with the expenses of other companies, by means of performance between 40 and 122 indicators, depending on the option you have chosen. This year, nearly 120 establishments, together totalling 2,200,000 sq m and 96,000 employees are the inputs to build the Buzzy Ratios database.

To optimise the input of the Arseg Buzzy Ratio (ABR) data, there are more than one type of file sheets : the most simple figure just shows a selection of indicators, the most complex figures are for those who are in companies that have already submitted Buzzy Ratio data. In relation to your inputs, we will attach indicators which concern you and your companies.

You will find your performance-indicator values (ratios or costs) positioned on a graphic together including the performance-indicator values of all the other companies.

If you have already submitted your inputs during previous years, your past positions are also shown in the graphic. You will thereby have a document that shows you the trend of your performance-indicator values, in relation to initiatives you have taken to reduce your costs or improve quality of service. All together these graphics will enable you to show your Directorate Team that each expense item is under control, despite the complexity of our profession and the large number of activities involved.

After having submitted ABR data and inputs for several companies, I am aware of how difficult it is and how much time is needed to fill in the whole graphic, for the first time. However, I fully recommend those who have not submitted data, this year, to compile their companies “facilities expenses” and complete the “**selection graphic**” for 2010. It will then make it much better for you when you give the inputs in the “**standard grid**”, and it will lead you towards the “**expert grid**”, in an much easier way. In any case, we shall send you this year the 20 most important performance indicators.

The collection of Buzzy Ratios is a benchmark for our profession and, each year, your contribution improve the quality and also increases its proper value.

This year again, the permanent team of ARSEG and the voluntary staff who manages Buzzy Ratios, have succeeded in improving the effectiveness of working-environment performance indicators, by making it easier and more convenient for filling in the graphics and increasing the numbers submitted graphics taking into account the reliability of all inputs. I really would like to thank you sincerely and express my kind regards to all of you !

And just before you start looking at the performance indicators, please consider seriously this famous sentence of Charles-Maurice de Talleyrand-Périgord: “**When I make a Auto evaluation, I get worried. When I compare myself to others, I re-assured**”

Yours faithfully,

Bertrand GONTIER

Head of Facilities and Purchasing Division
of the mutual health insurance company – MGP
Chairman of the ARSEG BUZZY RATIOS Commission



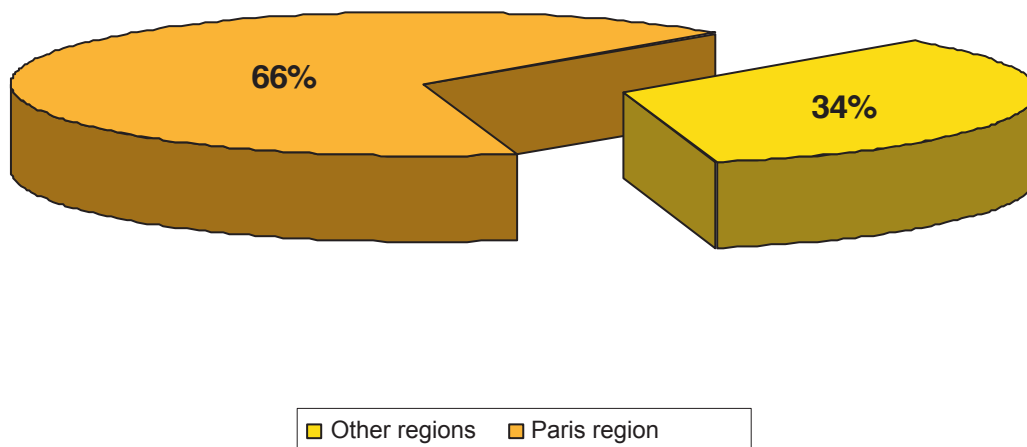
Presentation of the work

2009 figures(financial year 2008)

The inputs which have helped to create the working environment indicator of «Arseg Buzzy Ratios 2009 – financial year 2008» / are provided by a different organisations which are defined with the following indicators:

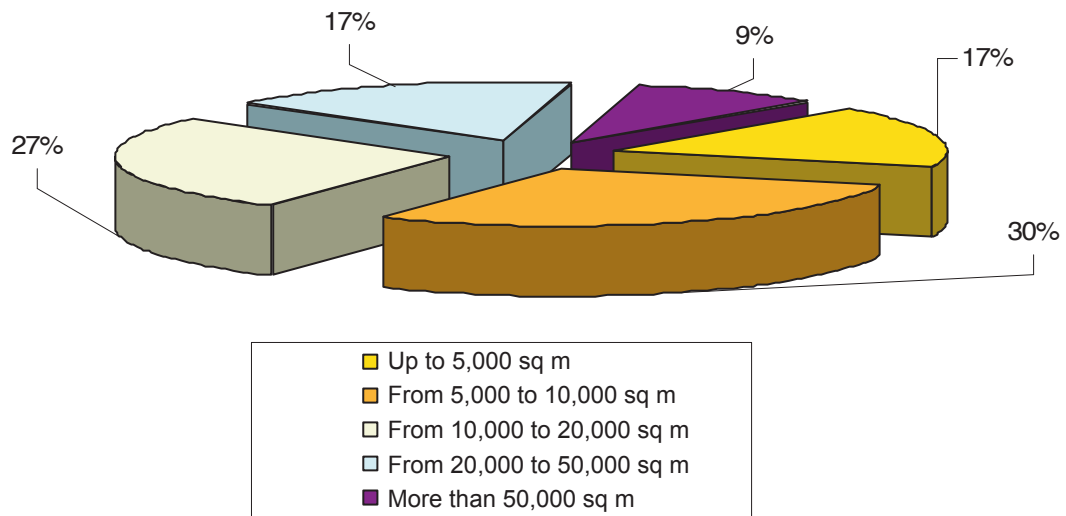
Total floor area2,221,567 sq m
Total number of workstations 96,636 workstations

Allocation of companies according to geographical areas:

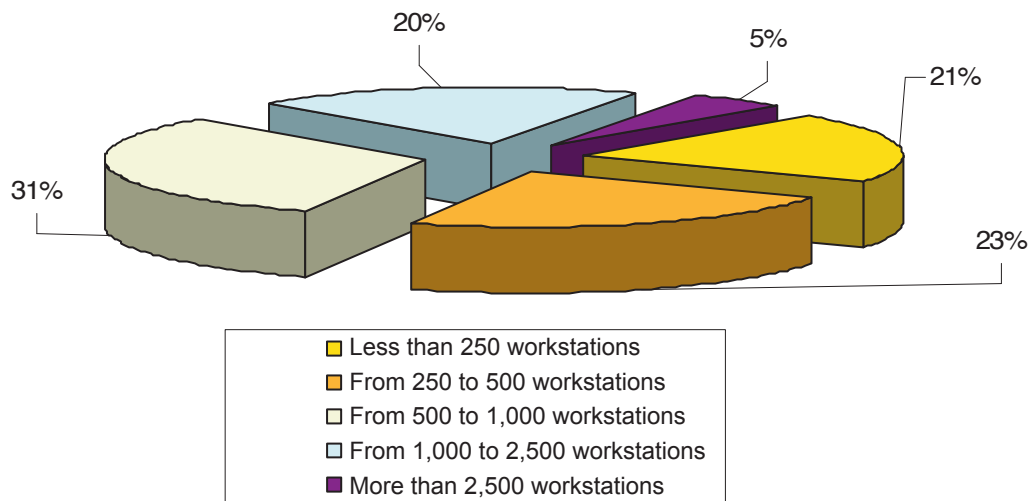


Even though the majority of companies having submitted data, are located in the Île-de-France area, the number of companies which have participated and that located in other places in France give a significant increase on a year to year basis hereafter: 14% in 2006, 31% in 2008, 34% in 2009.

Repartition of companies by size as measured by sq m

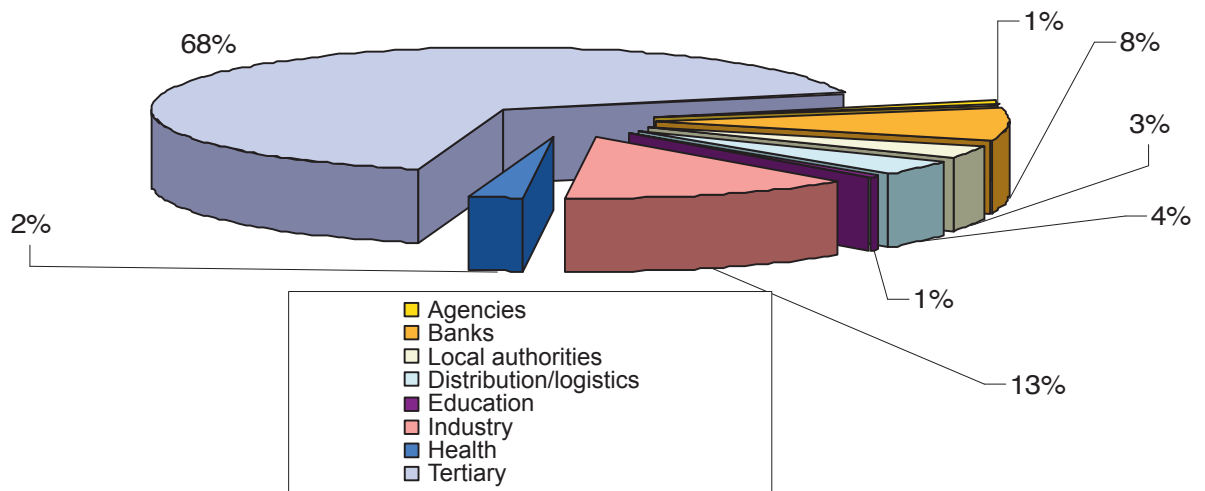


Repartition of companies by number of workstations installed

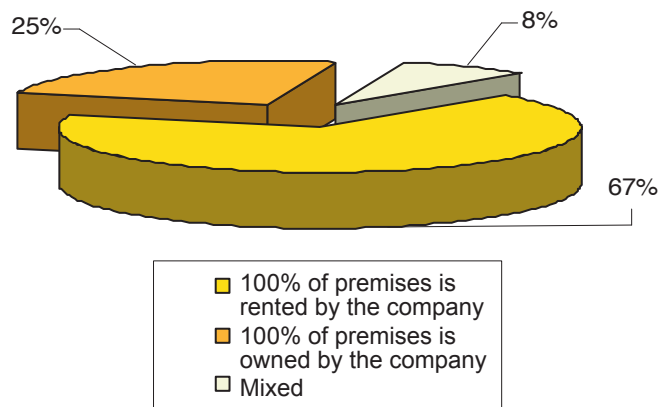


These two breakdowns show that all company sizes are equally represented.

Repartition of companies by activity:



Repartition of companies:



GLOSSARY

Floor area

Arseg Buzzy Ratios (ABR) reference floor areas

The “floor” reference floor area used in Arseg Buzzy Ratios is the “floor” Rental Area (RA) shown in the loan contract, or in cases where companies own the occupied premises, the floor areas listed below. It refers to the floor area available for the company’s activities (e.g. offices) and amenities (e.g. corridors and toilets...).

It takes into account all the areas of the building such as:

- offices, meeting rooms, training rooms, audiovisual rooms, front offices;
- computer rooms and workshops, office automation premises;
- workshops, stock, floor storage;
- corridor areas (corridors, lobbies, patios...);
- toilets, showers, cloakrooms;
- restaurants, cafeterias;
- sports rooms, premises for social purposes.

Car parks and common riser locations (boiler rooms...) are not included.

Categories of floor area used in the profession

GIA: Gross Internal Area (legal definition)

Total floor area excluding stair cavities, lifts, ramps, service shafts).

NIA: Net Internal Area (legal definition)

GIA less lofts and basements that cannot be converted (< 1m 80), terraces, loggias, balconies and parking spaces.

AFA Actual Floor Area

NIA less the walls and columns.

RA: Rental Area (used as work unit in ABRs)

AFA less the building’s common riser locations.

PFA: Private Floor Area (PFA = RA in the event where the whole building is rented)

RA less communal areas (e.g. reception area, general circulation areas...).

GUA: Gross Usable Area

PFA less users’ riser locations (e.g. patch panel rooms).

NUA: Net Usable Area (sometimes used in ABRs)

GUA less compulsory private circulation areas (e.g. fire evacuation areas).

Occupant

Person, in the company, assigned with a job, no matter what is his personal status regarding the company (permanent staff, fixed-term contract, agency worker, contractor, consultant...).

Workstations

Arseg Buzzy Ratios (ABR) reference workstation: equipped workstations

This includes all the equipment which is physically installed and necessarily takes into account a usable desk, a small cupboard or a wardrobe...even if they are not used on a permanent basis.

Occupied workstation

A workstation is taken into account in this figure if it is given to someone who can be clearly identified.

Shared workstation

Self-service office: a workstation is used alternately by more than one user. These are workstations attributed to a department or division and not to a specific person (call centre, for temporary use, shifts...).

Premises

The premises include some parts of a floor level or a building itself or many different buildings if these buildings correspond to the same profile and the same activity regarding the activity of the colleagues or the occupants and belonging to the same geographical area.

Facilities employee

All “non outsourced employee” within the Facilities department, with any type of employment contract (permanent staff, fixed-term contract, agency workers, part-time, apprenticeship, etc.) and expressed in terms of annual full-time equivalent (an annual FTE is equal to 253 days worked a year and 151.57 hours a month). Any “non outsourced employee” within the Facilities department, non matter what the nature of his/her status: managerial, supervisory or operational (manager, supervisor or employee).

Gross salary amount of the Facilities department

Total cost of the whole Facilities department (or division) which includes:

- Expenses regarding management of the teams affected to the activity (this can be split if the management is “shared”);
- Total cost of salaries assigned to line managers, their training and cost of replacement staff;
- miscellaneous bonuses (clothing...).

Depreciation

Depreciation is the accounting procedure to calculate the lost of value in terms of economic potential of limited life assets coming from normal lost of value (with the number of years) and the technical obsolescence. The period of depreciation is completely different depending on the subject itself. It depends on the useful time period of the asset being depreciated.

In the field of facilities, depreciated assets concern, for example, the following items:

- Works, furniture, networks, vehicles.



Reception “*Index n° 321 of the Standard Budget*”

Annual total number of hours of receptionists: It includes the total number of hours worked by all receptionists present (agency workers and in-house staff).

Number of visitors received: Total number of visitors received on an annual basis and registered at reception desk, not taken into account mail deliveries, people coming to work but employed by outsourced companies.

Reception may include handling incoming calls, if receiving visitors and handling incoming calls are done simultaneously.

Lifting equipment “*Index n° 234 and 2382 of the Standard Budget*”

Lifting equipment includes lifts, escalators and elevators, as well as lifts for disabled people. Outside lifts for painting walls and cleaning windows are not taken into account.

Office equipment (fax, Computers, printers...)

“*Index n° 47 of the Standard Budget*”

The total annual cost of these office equipment items (computers and possibly printers) include the maintenance service and support and the maintenance of all the equipment, the rental cost or the depreciation cost and the purchase of software and upgraded software for all these equipment, etc.

An average cost per equipment may be introduced. This figure will be obtained by the IT department.

Mail – Special Deliveries “*Index n° 36 of the Standard Budget*”

Mail takes into account the following activities :

- Normal incoming and outgoing mail, stamping machines.
- registered letters,
- internal mail.

The cost of the Mail service includes the following:

- rental of mail equipment (stamping machines, etc...)
- Outsourced or internal human resources necessary for the good continuity of the mail service.
- Cost of letters, registered letters and small parcels (5 kg maximum).

Outgoing parcels of more than 5kg and express deliveries are taken into account in an another appropriate Ratio.

Special outgoing mail service such as postal deliveries :(Chronopost, DHL FEDEX...) and also parcels which are more than 5kg and sent by an express transporter.



Utilities “Index n° 26 of the Standard Budget”

Electricity “Index n° 2622 and 2624 of the Standard Budget”

Annual electricity costs required for the company and needed for other office needs such as heating, air-conditioning, lighting..., expressed in kWh or in € excluding VAT.

Gas “Index n° 2632 of the Standard Budget”

Gas consumption required for the company and needed for all office needs, expressed in cubic meters or in € excluding VAT.

Fuel for heating “Index n° 2631 of the Standard Budget”

Heating fuel consumption required for the company and for all office needs, expressed in liters or € excluding VAT.

Steam “Index n° 2633 of the Standard Budget”

Energy consumption required by the installation of the company and for other office needs, expressed in litres or € excluding VAT.

Total energy

In the following figures are included the ratios concerning total energy:

- different forms of energy for heating,
- different forms of energy for cooling,
- different forms of energy for heat pumps (heating + cooling),
- different forms of energy required for the company's activities (notably lighting).

Total energy is obtained by making the addition of several sources. For example, for heating:
heating fuel + electricity + ...

Each source of energy is converted into kWh according to the following ratios:

- 1l of domestic fuel = 10 kWh,
- 1l of heavy fuel oil = 11 kWh,
- 1kg of clean gas = 12.88 kWh,
- 1 ton of steam (district heating) = 697 kWh.

Arseg converts data provided in the questionnaire to give a performance-indicator value that corresponds to the total energy consumed in the company, during the year of reference.

Water “Index n° 2612 of the Standard Budget”

It is the annual consumption of water required by the company and other hosted tertiary activities, expressed in m³ or € excluding VAT. The consumption is intended for cleaning, hygiene, water for gardening, water fountains... Water in closed circuits for air-conditioning installations, rain water or water from a natural underground source is not taken into account in this figure.

Technical maintenance of the building

“Index n° 23 excluding 237 and 2385 of the Standard Budget”

Technical maintenance of the building includes:

- Electrical engineering,
- Air conditioning control engineering,
- Technical controls,
- TMB-CTM (technical management of the building or centralised technical management),
- maintenance of lifting equipment;
- plumbing,
- etc.

For the full list of maintenance costs: cf. “Standard Budget“, §2.3, excluding maintenance inherent in safety, video surveillance and catering.

Cleaning “Index n° 271 and 273 and of the Standard Budget”

Concerns the cleaning of companies’ business premises, in other words:

- Offices, meeting rooms, training rooms, audiovisual room, front offices;
- Computer rooms and workshops, office automation facilities;
- Workshops, stock rooms, floor storage;
- Circulation areas (corridors, lobbies, patios...);
- Toilets, showers, cloakrooms;
- Sports rooms, premises for social purposes.

Are not taken into account all premises with specific technical uses, such as specific medical rooms hospital care rooms, production areas of industrial companies, kitchens and other storage areas. Parking (inside and outside), outside windows and areas of despatch for garbage are also excluded, because of it’s various areas which may occur between different companies. However, medical supplies are included.

Printing – Reprographic areas (Photocopying)

“Index n° 45 of the Standard Budget”

Printing – photocopying concerns the following activities:

- self-service (small machines located on different floors);
- the photocopying centre or centralised reprographic centre (workshops inside and outside the building, with large equipment linked to a network located throughout the building).

In both cases, the rental/maintenance cost take into account the rental/maintenance and purchases costs, such as toners, staples, etc. Paper consumption is monitored by sustainable-development and facilities performance indicators.

Internal self service restaurant “Index n° 34 of the Standard Budget”

Number of admissions (or meals or number of ration served), in the restaurant or self-service restaurant, in the year. Or not included restaurants with waiter and waitress service, nor the senior managers' restaurant, also is not included the cafeteria service, because they are usually managed independently. Catering delivery is not taken into account (room service, lunch-trays).

Fixed cost of one meal (also called right of entry)

It includes:

- variable costs (water consumption, energy and other utilities...),
- fixed costs (expense related to the share of the building rental, the cleaning and the caretaking security...),
- depreciation expenses of heavy equipment,
- maintenance of equipment (only the cost spent by the company has to be taken into account.

NB: most often (80% of cases), the employer's contribution is equal to the fixed cost or entrance fee.

As expected, these fixed costs include food supplies.

Security and safety “Index n° 24, 2384 and 33 of the Standard Budget”

Security

It includes all human, organisational and material resources necessary to reduce the risks shown below, within the scope of responsibility of the company (inside and outside).

Security includes the following matters deployed against the following risks:

- risks of fire and explosion,
- natural risks (water damage, storms...),
- risks of pollution or intoxication;
- electrical risks,
- risks concerning movement or material handling.

Safety

Safety includes all human, organisational and material resources used to identify, manage and slow down the flow of people and equipment (vehicles, goods, raw materials...) entering or leaving the company, in order of preventing negative and dangerous compartments, in both internal or external ways. It also includes all activities of protection against the risks of intrusion and their potential consequences:

- espionage, data leakage, piracy,
- theft, looting,
- forcible entry/exit, damage, destruction,

unlawful confinement

Telecommunications *“Index n° 46 of the Standard Budget”*

Fixed telephony: it includes the annual cost, excluding VAT, regarding:

- operational expenses: rental or depreciation of the Autocom./ PABX (maintenance contract and attached services),
- variable costs: subscriptions, consumption.

Mobile telephony: it includes the annual cost, excluding VAT, of mobile phones present in the company, the subscriptions and/or the monthly prices with the cost of their possible overrun.

Workstation transfer (internal move) *“Index n° 37 of the Standard Budget”*

This includes the moving of a workstation within the same company: furniture and boxes (personal belongings). Moving of the IT and the telecom equipment must be included in this cost. It also includes the computer and telephony technical operations. Outsourced services costs (space planning, organisational costs), signage costs and updating directories costs are also included.



How to analyse the results

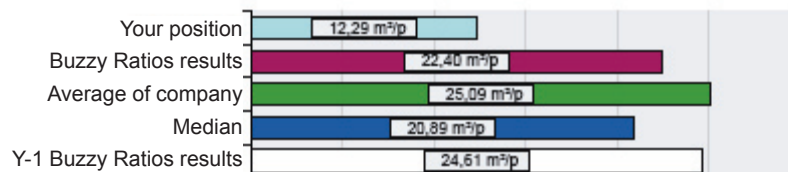
1) Companies who have answered

Répondants
107 / 123



By showing the number of companies taken into account, the graph gives an indication regarding the sample on which each working-environment performance indicator is based.

2) Presentation of data



Your position

Ratio value corresponding to your company. If this field is empty, this is due to the fact that the data required for calculating the ratio value has not been provided, or it has not been included in the Arseg Buzzy Ratio database for reasons of consistency.

Buzzy Ratio Results

The ratio value is calculated using all data provided by all organisations having submitted data. Example: total rents/total floor area subject to rents = average rental cost per square meter. In the budget year 2008 panel, this calculation is more significant for large companies (more than 500 workstations).

In order to be informed precisely trend of the ratio compared to year Y-1, you must refer to “Buzzy Ratios results 2008 – budget year 2007” (under the graph).

Average of companies

It is the total individual ratios divided by the number of individual organisations taking part (average of ratios). In the 2008 panel, this calculation is more relevant for small companies.

The average must not be confused with the median. For example, in the set {11; 12; 14; 18}:

- the median is: 13;
- the average is: 13,75.

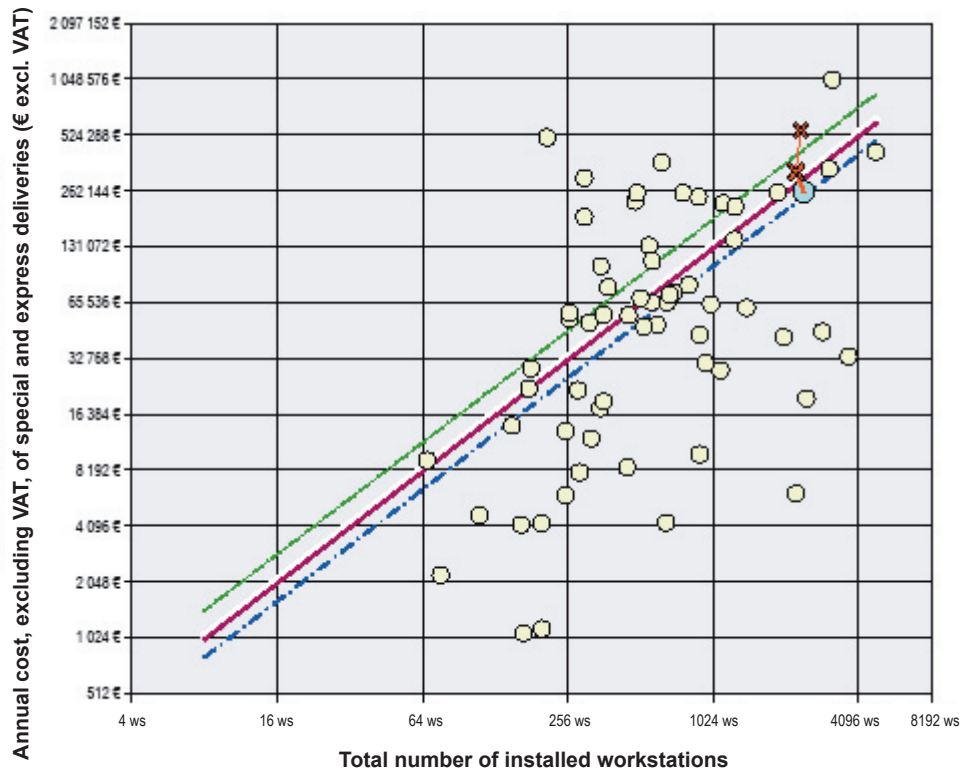
If the median and the average have similar values, the distribution is balanced; the panel is representative and constitutes the reference figure for analysing your position.

Median

It's a value that divides all those submitting datas into two sub-groups of equal number, as shown here- below:

- 50% of those submitting data have results that are less or equal to the median;
- 50% of those submitting data have results that are higher or equal to the median;

3) Graphic representation of data



The graph above represents all values related to a particular ratio:

- individual and anonymous results: yellow points;
- your position, if you have submitted a full Buzzy Ratio questionnaire: single point are in blue, the reference points are in red, they show your position in year Y-1 and Y-2 (if you have submitted data);
- the Buzzy Ratios results (red line);
- the average of companies establishments (green line);
- the median (the dotted blue line).

In the here-above example, the company had a progressive drop in its value of the ratio «special delivery expenses/occupant» and has dropped below the ABR value.

The Facilities Director will be able to perform an analysis in order to know whether the drop is due to savings initiatives (reorganisation, negotiations...) or is due to a drop in his/her company's business. In any case it is not due to an increase of staff numbers, because the three values are on the same vertical line.