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**Contact:** Dani Kolb  
Global FM  
Tel: + 32 2 761 16 48  
[globalfm@kelleneurope.com](mailto:globalfm@kelleneurope.com)

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## **Global FM Announces Winners of 2011 Awards for Excellence in FM**

BRUSSELS, Belgium — (10 August 2011) — The Global Facility Management Association is pleased to announce the winners of the second annual edition of the Global FM Awards for Excellence in Facilities Management. The Awards recognise efforts by individuals or teams within the FM industry — from researchers to facilities operators — who have made a positive contribution to the knowledge, practical application and communication of strategies to improve the workplace environment.

These awards are intended to recognize the “best-of-the-best” within the FM world. They give an invaluable worldwide recognition to recipients for their commitment and success in promoting and enhancing facilities management practices. Award recipients demonstrated the value of their innovations and/or improvements to the community through sustainable outcomes in the FM industry. The innovations and/or improvements arose from research or an initiative. They were in turn substantiated by supporting documentation or independent verification of the outcomes of the initiative, or in the case of research, the key findings.

The three levels of recognition awarded included: the Platinum Award for Excellence in FM, the Gold Award for Excellence in FM, and the Silver Award for Excellence in FM. Global FM received 12 award submissions and together with ISS, Global FM Yearly Sponsor and Headline Sponsor for the Awards, Global FM proudly announces the following winners:

The **Platinum Award for Excellence in FM** went to **Gary Hills from BBC Workplace** for the submission “**Innovation in Technology and Systems for Risk Management**”, supported by **BIFM** from the UK.



BBC Workplace is the division responsible for the BBC’s (British Broadcasting Corporation) Corporate Property Portfolio. It operates across approximately 400 properties in the UK which makes up approximately 600,000m<sup>2</sup>. Since 2000, the BBC has embarked on its 2020 Corporate Property Plan and has modernised more than a third of its estate to provide a fit for purpose environment for the digital age. The work has been through a combination of new build and refurbishment and so there has been a high level of scrutiny required over investment in an estate that is potentially short hold.

The aim of this submission is to demonstrate how BBC Workplace has created an innovative solution, from which the principles can be replicated at organisations operating large property portfolios at multiple sites. It shows how a Risk Assessment Methodology has been implemented using a bespoke software system that ensures a consistent approach and accountability for the decisions made. This is in spite of the potential for different assessments which is principally caused by the number of users involved and localised views.

The **Gold Award for Excellence in FM** went to **Mark Paul, MITIE FM**, for the submission “**Innovation in Customer Service Using Technology**”, supported by **BIFM, UK**.



MITIE Facilities Management (FM) is one of four operating divisions within MITIE, along with Asset Management, Property Management and Technical Facilities Management. Working across a range of sectors including government, transport, education, construction, healthcare and retail to name but a few, the FM team delivers integrated facilities management to its clients, as well as business services, catering, front of house, reception, PFI services, security, cleaning, waste and environmental services, pest control and landscaping.

This entry highlights the “Passengers with Reduced Mobility” (PRM) technology solution developed for London Luton Airport by MITIE Facilities Management. The objective was to demonstrate how MITIE has created an innovative and unique solution that not only meets the customer’s challenging requirements, but also improves service to a group of passengers for whom travel can be difficult.

Taking home the **Silver Award for Excellence in FM** was **Eduardo Barbosa de Oliveira; Sandra Alexandre Costa and Felipe Lobo, Hines Gerenciamento de Propriedades Ltda**, for the submission “**Hines Green Office Tenant**”, supported by **ABRAFAC, Brazil**.



Hines’ commitment to sustainability, through the implementation of the Hines Green Office and Hines Green Office Tenant Programmes, aims to create healthier environments with lower costs for its tenants and more valuable property for investors.

The Hines Green Office Programme is a global initiative from Hines, aiming to bring the eco-efficiency already worked into its constructions to its administrative offices. It is a voluntary initiative aimed at the internal public, seeking to measure and reward sustainable initiatives within the company. To promote the eco-efficiency of each office, whether Hines’ or its Tenants’, guidelines were created to be applied from a checklist, segmented by areas and with credits corresponding to the implementation of each one, permitting the offices to obtain a maximum total of credits. Hines has defined that each office that obtains at least 70 credits will receive Hines Green Office or Hines Green Office Tenant certification and trophy.

For a complete list of details and photos regarding the Global FM Awards for Excellence in Facilities Management, visit [www.globalfm.org/FM\\_Awards2011.asp](http://www.globalfm.org/FM_Awards2011.asp).

All the twelve submissions received are available for download at [http://www.globalfm.org/FM\\_Awards2011.asp](http://www.globalfm.org/FM_Awards2011.asp):

- **ABRAFAC, Hines Green Office Tenant**, by Eduardo Barbosa de Oliveira, Sandra Alexandre Costa and Felipe Lobo from Hines Gerenciamento de Propriedades
- **ABRAFAC, Infra retrofit in high availability environments** by Marco Antonio Vasquinho, from Serasa
- **ABRAFAC, The solving-problems methodologies integration to reliability tools**, by Leandro de Souza, from Manserv
- **ARSEG, Restructuration of the Roche Diagnostics France site**, by Daniel Asathal from Roche Diagnostics France

- **BIFM**, *Innovation in Technology and Systems for Risk Management*, by Gary Hills from BBC Workplace
- **BIFM**, *Innovation in Customer Service Using Technology*, by Mark Paul, from MITIE FM
- **FMA Australia**, *Integrated Facilities Management Jones Lang LaSalle*, by King T. from Jones Lang LaSalle
- **FMA Australia**, *Spotless Service Provider Excellence in Australia*, by L. O'Brien and B. Bayot from Spotless
- **HFMS**, *Human-based energy conscious work environment* by Rita Istivan from Kinnarps House Kft.
- **IFMA**, *FMpedia and the "How-To" Sustainability Guide Series* by Eric Teicholz from IFMA
- **IFMA**, *The Facility Management Handbook*, by David G. Cotts, Kathy O. Roper, and Richard P. Payant from IFMA
- **IFMA**, *Process Green-Facility Design and Operation* by Debra Ertel-Hernandez, Mark Yamauchi and Kristen James from Toyota Motor Sales, USA, Inc.

*NOTE TO EDITORS:*

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**About Global FM**

Global FM is an international not-for-profit organization based in Brussels, Belgium. It represents a worldwide community of organizations that provide leadership in facility management. Global FM's vision is to achieve Global recognition of facilities management profession and its mission is to promote the strategic value and progress of facilities management. For more information, visit [www.globalfm.org](http://www.globalfm.org).

**Global FM**  
**Global Facility Management Association**  
Avenue Jules Bordet 142  
B - 1140 Brussels  
Tel. +322 761 16 48  
Fax. +322 761 16 99  
Email: [globalfm@kelleneurope.com](mailto:globalfm@kelleneurope.com)  
Web: [www.globalfm.org](http://www.globalfm.org)

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