

A Facility Management
approach to realizing the
Sustainable Development Goals





**The European Union has adopted
UN's 17 Sustainability Goals.**

**To a large extent these goals and their
execution are related to the advanced content
of Facility Management.**

FM can be interpreted as an operational discipline making production in organisations possible.

The more extended (strategic) interpretation covers also the policy oriented content of FM in a broader context.

In this brochure we will approach the discussion on the UN's Sustainability Goals from this extended interpretation (see conceptual framework Ifmec Sofia Euro FM conference 2018).

About Euro FM

Euro FM is a network of FM professionals and researchers in Europe developing and sharing practical and theoretical knowledge.

About Ifmec

Ifmec is the International Facility Management Expert Centre focused on the education of Young and Senior FM professionals by developing best practises.

Recommending good FM practise

Ifmec and Euro FM take the initiative to recommend best FM practices to Eastern Europe including the EU Sustainable Development Goals.

In this brochure we will approach
the discussion on the SDG's from an
extended Facility Management-context.





1 NO POVERTY



Poverty is still the most widely known and the most urgent form of welfare problems in the world. It is not only an issue in developing countries but also in more wealthy countries.

Facility management can provide individual economic and social improvement for these people in need by creating new routes into the job market to contribute to welfare of business.

A new code

In 2012 a new code between labor and employer unions was agreed on for the cleaning industry in the Netherlands to stop price cutting outsourcing and put quality of life elements in contracts.

Buddies against poverty

A large FM company started a buddy program to help those who are financially incapable.

Hunger is a worldwide problem focused on developing countries, but malnutrition is a problem in all countries.

A lot of food is provided inside companies, schools, hospitals etc. by **Facility Management**. Catering influences sourcing of food products, food security, nutritional value and waste.

2 ZERO HUNGER



Examples of FM & zero hunger

- Food providing on schools is organised by facility managers.
- Malnutrition amongst elderly people is a widespread problem.
- Eating as a social event is enabled by FM.
- New systems to combine nutritional value and waste avoidance are developed in the FM field.

Local vegetables

A large catering company in the Netherlands has implemented a new concept of using local vegetables and fruit and no more disposables in the process.

Fair trade

Fair trade coffee is promoted by FM in most Dutch companies.





3 GOOD HEALTH AND WELL-BEING



Prosperity / welfare and wellbeing / happiness are different concepts. Welfare is a bottom-line on which wellbeing and happiness can be built.

Facility managers are the co-creators of the workplace and they take responsibility for the working conditions of the employees. These factors can have great influence on the well-being and health in organisations.

Home-work balance

An organization introduces time and place independent working to enable a better home-work balance.

Healthy working conditions

New insights in healthy working conditions have brought standing desks and sports facilities for employees.

An energy firm introduced "personas" to get the best fit between personal preferences and the work environment.

Education itself is changing dramatically. ICT makes different forms of education possible in relation to long life learning. Sustainable development should be integrated in the programs of schools and universities

The role of **Facility Management** in improving education around the world is the supply of proper school equipment and enabling new ways of education.

4 QUALITY EDUCATION



Sustainable development

Ifmec's research shows that sustainable development implemented by FM is a reliable way to reach the goals.

Ifmec Academy has a 30 year expertise in higher education of young and senior FM professionals.

Science park

In the realisation of a new science park in the south of the Netherlands FM played a big role.

FM was the driver for community building, making the park an incubator for innovation.





5 GENDER EQUALITY



The world is making progress on gender equality. The traditional family dynamic is changing and businesses in all sectors need to embrace this.

The **facility sector** has by nature many female employees. So, the FM sector can be an example for equal rights in wages and career possibilities.

This more diverse talentpool will enhance the range of skills within an organisation on every level and will support innovative decision making.

New ways of working

Facility Management contribute to the home-work balance by providing good and flexible work conditions as many firms in the Netherlands shows by embracing the principles of new ways of working.

More women in the board

More women in the board was a result in a big building company by adding Total Facility Management to their traditional Real Estate core business.

Ifmec Young Professionals

The Ifmec Young Professional Programme is developed to give youngsters a career boost and includes many women.

6 CLEAN WATER AND SANITATION



The clean water supply and sanitation have to be secured continuously. In the Netherlands, this is done by “Waterschappen”, the eldest democratic community form in the Netherlands. As a wetland, water is monitored in many different ways.

In organisations **facility managers** are responsible for Water Management. They are reducing water losses by controlling leakages, increasing water efficiency in warming and cooling systems and training staff members in water saving behaviour.

Amsterdam zoo

The zoo in Amsterdam uses water of the canals as an energy source.

SDG Campus Zonheuvel

The SDG Campus Zonheuvel in the Netherlands, designed by Architect Thomas Rau, has three circular water systems maintained by the FM department.





7 AFFORDABLE AND CLEAN ENERGY



Global energy demand is growing. Fossil fuels are running out, and their consumption contributes to the greenhouse effect and climate change. We will therefore have to switch to sustainable energy.

To ensure that everyone, everywhere, has access to clean, renewable energy, we will need to invest in alternative sources like solar, wind and geothermal energy. It is also important that we make buildings and industry more energy-efficient.

Facility managers are often responsible for the energy usage of buildings and these account for more than 20% of the total global energy usage.

Innovations

BREEAM and other external certification systems help initiatives to use green energy and making the building as energy neutral as possible. But the real task is to implement and maintain the innovations. Facility management does this in a continuous improvement process.

Energy plus building

Alliander, an energy distribution company, has achieved a new milestone in the creation of an energy plus building. The parking garage has enough solar panels on the roof to support the total energy use of the building with a surplus.

Extreme poverty is on the decline.

At the same time, however, economic inequality has increased. The expectation is that 40% of existing jobs become obsolete within the next few years. Innovation, entrepreneurship and new job creation are necessary.

Workplace conditions and productivity are important trade offs of a facility manager.

Facility managers around the world can greatly contribute to the overall working conditions of the employees within their organisation.

Enabling the workplace

Facility Management enables the workplace which becomes more agile. Doing so, Facility Management is an important agent of change.

Workplace technologies

Furthermore, new workplace technologies can improve the individual productivity of workers and relax the most intense labour jobs. Examples of these new innovations in the facility branch are: backpack vacuums, battery-powered equipment and ergonomically designed tools. These innovations can have positive results when it comes to improving the working conditions of staff members.

8 DECENT WORK AND ECONOMIC GROWTH





9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation.

We live in a time where technology brings most innovations and it is crucial to keep track and stay competitive in today's market.

For **facility managers**, important tech innovations are often related to smart buildings and workplaces.

Creating smart cities

When it comes to infrastructure nowadays, a lot of attention goes to linking smart buildings with each other and creating smart cities. Key elements of smart cities are that they can exchange heat and energy resources and therefore bring energy usage efficiency to a whole new level. Smart cities can integrate multiple new services that all users can connect to and use.

Boosting co-creation

On a new Science Park in Eindhoven Facility managers support the community building in an active way to boost co-creation.

Navigation & nudging

In a hospital FM optimizes logistics of goods and people using navigation and nudging.

In Europe, efforts have been made to reduce income inequality. Income inequality between countries has reduced over the last few years, however, inequality within certain countries has risen.

Facility Management is an internationally oriented industry. More and more multinationals tender their maintenance and facility services on a European and/or global scale. This process makes inequalities visible. Sharing knowledge brings Facility Management to a higher level in Eastern Europe.

The Dutch code commission

The Dutch code commission helps tackling salary inequalities and stimulates language learning for new foreign employees in the cleaning, catering and security sector.

Equal opportunities

Dutch government stimulates the participation of disabled people by law. Actually, it is the FM workfield that provides most jobs and enables the workplace.

10 REDUCED
INEQUALITIES





11 SUSTAINABLE CITIES AND COMMUNITIES



Half of the world's population lives in urban areas and this number will keep rising. Sustainable growth is one of the main challenges that future cities have to deal with.

Facility Management can contribute to sustainable growth by maintaining buildings, districts and cities. Sustainable and intelligent buildings help reduce CO2 emission.

Green cities

Cities can be made 'greener' by creating gardens on rooftops which contributes to the wellbeing of animals as well as humans in cities.

This is a challenge for FM who are responsible for the in, up and surroundings of buildings.

A green infrastructure

Transportation plays a big role in making cities more sustainable. FM contributes by bringing alternative ways of transport like public transport, electric cars and e-biking in a mobility grid.

Ensure sustainable consumption and production patterns.

Facility Management should source their food resources with a circular procurement strategy. They should watch for products that are healthy and not damage future generations in any way.

12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



From production to waste to production

Within the field of Facility Management, there is a lot of knowledge and research on sustainable food production. Besides looking at the effects that healthy and less healthy food has on people, such as preventing diseases such as diabetes and using food to increase vitality, the whole chain, from production to waste should be considered.

New food policies

In the Netherlands a catering company started a “waste factory” using food that is normally thrown away.





13 CLIMATE ACTION



Climate change is a fact and it influences all life on earth. However, the individual consumer still has little influence on climate change. 79 % of the greenhouse gasses are produced by industry, electricity and transportation.

Facility Management in different sectors can have a much higher impact, because of their span of control. Zero CO₂ should be the norm. The ways offices are build and used have a large impact.

Sustainable business management has a high priority within the field of **Facility Management**. Every facility manager has an idea of the CO₂ footprint of their organisation and takes action to lower their footprint. The FM can influence the employees CO₂ footprint in a positive way by providing attractive eco-friendly alternatives in mobility, housing and food.

Creating smart buildings

The Edge in Amsterdam is an experiment to combine climate neutral ambitions with high value FM services.

Energy labels help but FM is in the front position to maintain buildings in the zero CO₂ position.

Conserve and sustainably use the oceans, seas and marine resources for sustainable development

The oceans and seas absorb 30% of all the CO₂ in the world. The oceans are the engine of the planet and we depend on them. Pollution by plastic is a big issue.

Facility Management can help by circular procurement policy and waste control.

14 LIFE
BELOW WATER



Overfishing

Around 15% of the world protein is provided by fish products. The mass consuming of these products has great influence on the state of the (coral) seas.

Overfishing is a big problem and facility managers and corporate buyers in the food sector need to acknowledge that they have direct influence and can change their sourcing policy and strategy.

Rooftop fishing

The two top floors of an office in The Hague contain a circular system in which a greenery and a fish farm nourish each other with their waste products.





15 LIFE ON LAND



Forests are of great importance to life and food safety on earth. Additionally, biodiversity is heavily decreasing.

The **facility manager** is often in direct contact with a large portion of animal products and can therefore try to decrease the usage. Secondly wood related products are very impactful when reducing the footprint of individual employees.

Rooftop gardens

Animal life in cities can be supported by creating gardens on companies' rooftops.

Part of DUO's Dutch government building in Groningen is a new garden with a big biodiversity installed on the top of their carpark.

Sustainable wood

Facility Management can help retaining forests by only buying wood with a sustainable certificate.

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.

Peace and justice are not only responsibilities for the government. In line with their strong institutions **Facility Management** helps to maintain safety and security in and around buildings.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Liverpool 1

The facility manager of Liverpool 1, a big shopping center, combines the monitoring of safety and security in this area with delivering many services to enhance the wellbeing of customers.

Safety, security & hospitality

Safety and security are of great importance to many organisations and the people working for the organisations. Safety, security and hospitality can be combined to create a pleasant atmosphere in an organisation, for example by combining the function of security guard and host(ess).





17 PARTNERSHIPS FOR THE GOALS



Strengthen the means of implementation and revitalize the global partnership for sustainable development.

In order to achieve the seventeen sustainability goals, people, organisations and authorities should work together. Important aspects that can help to reach the goals are technology, transfer of knowledge and trade.

An enabling perspective

Facility Management can play an important role in bringing together all supporting departments of organisations, such as HRM and ICT towards an enabling perspective.

Strengthening relations

Euro FM conference for strengthening the international relations between facility managers and enhancing the implementations of more sustainable initiatives.

Partnership of in-house FM and large international FM service providers help in making the world more sustainable!





Facility Management as an organisational discipline is adhering with current social and societal problems and trends.

Strategic Facility Management has the potential to realize the 17 Sustainable Development Goals in Organisations.

Even more: FM is practising these goals, because they are expressing improvements in managing and working in organisations.

A lot of best FM practises show that balancing Planet, People and Profit can best be done on a corporate level by Facility Management.

Why FM impacts the success of SDGs

- Facility Management has a long range focus in organisations and has continuity responsibilities;
- They are in the position to incorporate the SDG's from a corporate level into a broad scope of enabling practises;
- They can influence individual behaviour by providing sustainable circumstances.

This way FM is proactive and experiencing the benefits and challenges of new developments in organising and managing. As a consequence FM is, by experience, an excellent "teacher" for organisations

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ifmec@ifmec.nl | www.ifmec.nl | +31 (0)50 501 74 09