

IWFM Scotland Region Conference 'The Future of Facilities Management'

16 February 2024

Sponsored By:



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SCOTLAND REGION

Event Programme

08:00am

Registration, with breakfast from 08:30am

09:00am

Welcome from Sandy McNaughton, IWFM Scotland Region Chair

09:15am

'Megatrends shaping the profession' – Jonathan Nobbs, IWFM

09:50am

Richard Smith, Brodies LLP

10:25am

Coffee, Tea & Exhibition

11:05am

'Back to the future' - Chris Moriarty and Ian Ellison, Workplace Geeks

11:55am

'Our sustainable business' – Mike Hanson, BaxterStorey

12:30pm

Lunch & Exhibition

01:30pm

Keynote: Sir Tim Smit KBE, The Eden Project

02:20pm

Coffee, Tea & Exhibition

03:05pm

'Workplace Experience: what is it and why is it important?' – Ian Traxler, ISS. Plus
'The Future of FM: sustainability and megatrends' Siobhan Riordan, ISS

03:45pm

Closing of conference – Sandy McNaughton, IWFM Scotland Region Chair

04:05pm

IWFM Scotland Region AGM

Welcome

Welcome to the Institute of Workplace and Facilities Management (IWFM) regional conference at Murrayfield Stadium, Edinburgh. The Institute and Regional committee members are excited to re-instate what was previously the premier workplace and facilities management conference and engagement event in Scotland.

The last event was held at the end of 2019, not long before the world/life changing event of the global pandemic in February 2020 – which literally turned the outlook on real estate and the workplace and facilities management industry on its head. A large proportion of the commercial and public sector properties remained closed and partially utilised for the next 2 years.

It really was a very sad and challenging time for humanity and a time to reevaluate ourselves and the work life balance that had been created.

New opportunities and green shoots of growth started to emerge and for the facilities sector, this is another great opportunity to re-establish the purpose and value that we bring to workplaces and built environments both locally and across the world, and how we support them to create new and engaging workspaces.

We decided a few months ago that the 'Future of Facilities Management' would form the perfect title for our conference and we started the planning process in the summer of 2023. The day will be packed with insightful and engaging speakers who will bring the future of both the Institute and the workplace and facilities management industry back to the forefront of our thoughts and aspirations.

Our thanks go to all the sponsors/exhibitors/volunteers and speakers who have given up their time to come along and support our regional conference.

Have a great day and please do ask any questions throughout the sessions as it really does make a big difference and makes for a more enjoyable event. Enjoy!

Sandy McNaughton

Sandy McNaughton

IWFM Scotland Region Committee Chair



Sandy developed a professional career over the past 30 years in the Construction and Facilities Management services industry and operated a number of key FM service strategies across some of the world's largest blue-chip organisations and global support services providers. Through innovation and professional approach, he has ensured high levels of customer excellence, continuous improvement and asset integrity/assurance to Real Estate portfolios across EMEA region.

I would like to take this opportunity to introduce the others on the committee and tell you a bit more about them.

Meet your Committee

Isabel Brown

IWFM Scotland Region Committee Secretary



Isabel has worked in FM for over 20 years and is pleased to support the development of FM in Scotland through the Scotland Region Committee.

Please contact her if you would like a chat about your role (or your planned role) in FM and how she or the Committee can help.

Stephen Curle

IWFM Scotland Region Committee Deputy Chair



Stephen has been working in the FM industry for over 20 years, at times from client side, from service provider viewpoint and also as a consultant.

Stephen also been involved with the IWFM for many years, as a past regional chair, currently deputy chair and many roles in between. He now focuses on providing interim support to FM organisations throughout the UK.

Mark Jenkins

IWFM Scotland Region Committee Member



Mark started his career within an engineering and construction background before moving into the FM industry.

Mark is committed to supporting the IWFM be a collaborative business enabler and trustee consultant to help us work smarter together.

Meet your Committee

Dogan Denli

IWFM Scotland Region Committee Member



With many years of experience in the industry including overseas, Dogan is focussing on higher education and the development of Facilities Management in Scotland through the Scotland Region Committee and mentoring programmes.

Please do not hesitate to contact Dogan for all FM-related advice or support.

Russell Mair

IWFM Scotland Region Committee Member



From a technical background, Russell has been involved in Operations across Construction and FM Industries for 18+ years.

Now responsible for Business Development and the design of meaningful Workplace and FM solutions across multiple sectors, Russell is committed to supporting the continuous improvement for the future of FM, driven by sustainability and innovation.

Roddy McCallum

IWFM Scotland Region Committee Member



With a recruitment career spanning 18 plus years within the FM & Estates sectors, Roddy has extensive cross-sectoral experience and market understanding working with many of the UK's leading organisations within Higher Education, public sector and the private sector.

Meet your Committee

Tony McKee

IWFM Scotland Region Committee Member



Developing a wide range of experience over the last 30 years in the construction and FM industry, mainly in services, hard and soft, building a business from zero to 15 million, from 3 staff to over 100 staff.

Steven Roles

IWFM Scotland Region Committee Member



Steve has been working in client facing FM roles since 2007 and prior to this served in the Military for 24 years. He has a keen interest in Veterans recruitment into FM and training for those looking to advance their careers in the FM sector.

If you are looking for FM career advice, a Veteran looking to transition into FM or support with FM qualifications please reach out to Steve.

Jennifer Taylor

IWFM Scotland Region Committee Member



With over 20 years' experience in Consultancy, Project Management and Facilities Management the majority of her time, within one of the largest UK Facilities Management companies. Jennifer has extensive knowledge of PFI, public and private sector contracts.

Meet the Speakers

The IWFM Scotland Region has collaborated with sector and business leaders to re-establish our Scotland Regional Conference.

Join us as we explore developments in the sector since 'lockdown' and the re-brand and launch of IWFM (Institute of Workplace and Facilities Management), which has recently celebrated its 30th anniversary.

It's a very exciting time to be involved in the industry and we have set out the 'Three FM trends for the future':

- Embedding workplace strategy as a service.
- Putting people, the planet and profitability on the same footing.
- The relationship between smart buildings and Facilities Managers in meeting the needs of the industry.

Ready for another 30 years?

At the conference, you will hear from industry and sector experts to help understand how the Facilities Managers and their service professional teams can support these key megatrends for the future.

Johnathan Nobbs

IWFM



Jonathan is Director of Membership and Partnerships at the Institute of Workplace and Facilities Management (IWFM). He is accountable for membership standards, member value, corporate partnerships, the IWFM Training Academy and ensuring IWFM's fantastic network of volunteers are supported to harness their passion for the Workplace and Facilities Management profession.

Jonathan is driven by the power of professions and the contribution they make to the world we share. He has led several transformation programmes across global professions (including health, safety and sustainability) enabling their contribution to GDP to be understood, valued and underpinned by cutting edge programmes of upskilling. Latterly, working with some of the largest brands in the world to improve skills and governance across global supply chains.

Jonathan has also held senior positions across the public and private sectors, including the Department for Business, Innovation and Skills (as was).

Meet the Speakers

Richard Smith

Brodies LLP



A respected dual-qualified lawyer holding practising certificates in Scotland, England and Wales, his experience working in London has resulted in his frequent involvement in cross-border deals where he has a clear knowledge and understanding of what is required to enable UK transactions to complete in today's market. Richard brings a commercial and client-focused approach to transactions.

In recent years his development experience has been used to assist experienced developers on residential, mixed use, care home and student developments across the UK which has involved strategic site acquisition, site assembly, joint ventures and development management agreements to suit innovative funding structures which are now commonplace in today's markets.

Chris Moriarty

Workplace Geeks



Chris is co-founder of workplace experience analytics engine, Audiem, and co-host of the Workplace Geeks podcast.

He has been involved in some of the sector's most important conversations about the future of work, the workplace and the facilities profession's role within that. Former Director of Insight at IWFM and UK MD for Leesman, Chris is often asked for his commentary and insight into the latest workplace trends and how organisations can embrace them.

What if we told you that much of what FM will face in the future has already been explored? Chris will take you through a brief evolution of the profession, and what it's forgotten, explore some of the insights from the experts on the Workplace Geeks podcast and why an evolution of thinking and widening of scope is what holds the key to the profession's role in this new future.

Meet the Speakers

Mike Hanson

BaxterStorey Scotland



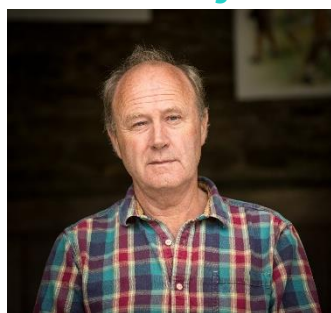
Mike joined BaxterStorey in 2001 as an operations manager. In 2006, alongside his operational role Mike was tasked with launching BaxterStorey's sustainability agenda. He fulfilled a dual role until 2012 when he began focussing solely on ESG.

In 2015 Mike graduated from Surrey University with an MSc in Corporate Environmental Management and now supports the sustainability and ESG agenda across the WSH portfolio of businesses. WSH is proud to be a signatory of the Business Ambition for 1.5°C, committing the business to Net Zero using a science-based target approach, submitting SBT and FLAG targets in May 2023 for verification by SBTi.

Mike is a Guardians of Grub Ambassador with WRAP and is an operational board member of the collaborative hospitality focussed Zero Carbon Forum to determine the sector's roadmap to net zero at pace. In 2014 Baxter Storey committed to the UN Global Compact and Mike is proud to be a member of the UN Global Compact Network UK Advisory Group and editorial advisory board member of Edie. In 2018 Mike collected the Special Achievement Award at the Foodservice Footprint Awards.

Sir Tim Smit KBE

Eden Projects



Co-founder of Eden Project and Executive Vice Chair of EPL, Sir Tim Smit KBE read Archaeology and Anthropology at Durham University. Tim worked for ten years in the music industry as composer/producer in both rock music and opera.

In 1987 Tim moved to Cornwall where he and John Nelson together 'discovered' and then restored the Lost Gardens of Heligan. Tim remains a Director of the gardens to the present day.

Tim is Executive Vice-Chair, and Co-founder of the award-winning Eden Project near St Austell in Cornwall. Eden began as a dream in 1995 and opened its doors to the public in 2000, since then more than 19 million people have come to see what was once a sterile pit, turned into a cradle of life containing world-class horticulture and startling architecture symbolic of human endeavour.

Meet the Speakers

Ian Traxler

ISS



Ian will provide an overview of the importance of workplace experience for employees. He will examine how employees interact with their work environment, which is composed of three main components: People, Place, and Technology. All three components have a significant impact on how people are able to perform their job. A comprehensive approach to workplace experience considers all three components and ensures they work together to drive better business outcomes and happier employees.

Ian is responsible in developing and delivering the ISS Workplace strategy, methodology and structure across the UK&I. To ensure the workplace community across the business is supported and inspired with concepts, technology and best practices in workplace experience, front of house, office services and service curation.

Ian is an experienced Workplace Director that has many years' experience with a Global bank that is based in London. His previous roles include innovation Director, Transformation Director with a demonstrated history of working in the facilities services industry. Skilled in many attributes Catering, Negotiation, Budgeting, Business Planning, and Operations Management.

Siobhan Riordan

ISS UK&I



How your FM partner performs can support or detract from your net zero mission. We will explore how the contracts mobilising now will be heading to net zero service outcomes by their final years (towards 2030). What to expect from your FM partners and what solutions will be key to ensuring supportive partnerships?

Siobhan is responsible for directing the ISS UK&I sustainability strategy, delivering on our commitments to net-zero and increasing our social value impact. Leading our in-house experts to deliver excellent energy, carbon and zero waste solutions to our customers. Connecting with our wider global organisation to continue to drive change and innovation.

Experienced environmental practitioner with 20 years' experience. Siobhan joined ISS as an EMEA Head of Energy for a financial services account, then progressing to support financial services sector on sustainability proposition and joining the newly formed sustainability team in 2020. Siobhan has been leading the Sustainability service development and deployment within the UK Sustainability team, focusing on creating our net-zero proposition, the ISS UK strategy development.

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Unlock career success with IWFM Mentoring: the path to professional growth

IWFM Mentoring is a one-to-one personalised career support service for members in professional grades and those with a complimentary one-year membership as part of their IWFM qualification. You can be a mentor, mentee or both.

The benefits of becoming a mentee

- Receive guidance on advancing your career, achieving your goals and overcoming challenges.
- Gain support in developing your knowledge and skills in line with the IWFM Professional Standards.
- Access impartial advice and an alternative perspective.
- Have a non-judgemental sounding board for your ideas.

The benefits of becoming a mentor

- Pass on your knowledge and experience to help others grow.
- Give something back to the profession by providing support to others.
- Cultivate leadership and communication skills.

 To join the IWFM Mentoring programme, visit iwfm.org.uk/mentoring

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Connect with members on the IWFM Community groups forum

Our online forum enables members to interact with other IWFM members and volunteers via discussion groups.

The groups, which belong to IWFM Regions, Special Interest Groups (SIGs) and Networks can be used to:

- promote best practice
- knowledge share
- learn and grow
- discuss, share, ask questions and seek guidance.

 Access the forum at iwfm.org.uk (log into your IWFM account first)

To ensure you are part of the most relevant groups, update your member contact preferences in your IWFM account.

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Professionalising the workforce

Our common framework for workplace and facilities professional development can help your business **ATTRACT, DEVELOP, and MAINTAIN** your employees.



Our products and services are underpinned by the IWFM Professional Standards, developed with industry experts and bespoke to workplace and facilities management. The Standards provide a global competence model for the profession.

If you're an employer looking to develop your teams, please get in touch.

Contact us today

E membership@iwfm.org.uk
T +44(0)1279 712 650
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Are you ready to step up?

Are you due an IWFM membership upgrade? More importantly, are you selling yourself short?

IWFM's 2021 Pay and Prospects research found that qualifications increase the likelihood of advancement in organisations (and associated benefits, like increased pay). Our membership grades link directly to qualifications and experience, so if you have the right credentials, make sure you carry the post-nominals you deserve.

If you feel you are ready to step up, please send your CV to engagement@iwfm.org.uk

For more information, log into your IWFM account and click on the 'Membership' tab.

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Upcoming IWFM courses

New! Introduction to facilities management e-learning programme now available

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Environmental Sustainability for Managers

4 - 5 March

Live virtual training, *Booking deadline 26 February*

[Book now >](#)

Building Safety Act: What FMs need to know and do

15 March

Live virtual training, *Booking deadline 8 March*

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Contract management: commercial models, KPIs and SLAs

20 – 21 March

Live virtual training, *Booking deadline 11 March*

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Effective property management

25 – 26 March

Live virtual training, *Booking deadline 18 March*

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Real AI insights. *Only from ISS.*

With so much being said about the rapid advances in AI technology, it can be difficult to know what to do, or even think, when making strategic decisions for your business.

At ISS, we've partnered with global AI and technology expert, **Inma Martinez**, to produce a new white paper exploring the key implications and opportunities of AI in helping you to address your business' most urgent challenges:



AUTHORED BY
Inma Martinez
Global AI expert and
thought leader

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