

FACILITY MANAGEMENT ADVISORY AND CONSULTANCY SERVICES

In business, it is normal to assign and put the trust on the facility managers to look after your assets and workplaces that are non-core but remain essentials to support the productivity and efficiency of your core business. You may not have the time to figure out whether you get can achieve better results from the Facility Management (FM) services and how cost efficient the FM services have been. For that reason, we at GFM have come up with FM consultancy and advisory solutions that fit your needs, strategically, tactically and operationally. When the need for FM advisory arises, we can assign our FM consultants and Subject Matter Experts (SME) to assist you on the area of concern while you can continue to focus on your core business(es).

We understand that every client is unique and we recognise that effective solutions are possible if a strategic partnering approach is rolled out when we work alongside our clients. Our team of consultants comprise of experienced FMs, SMEs and specialists who are capable of providing the support and leadership that you need. Our consultants' experiences and credentials in the various FM competencies and specialties are also backed by a pool of technical resources and support from the GFM group and the FM operating company that delivers customised FM services to a wide range of clients across business industry.

The GFM advisory and consultancy offers a broad spectrum of services ranging from the Workplace Management Solutions in the time of pandemic to the FM Organisation Improvement and Operational Excellence as described below.

WORKPLACE MANAGEMENT SOLUTIONS IN THE TIME OF PANDEMIC (WMSP)



The outbreak of COVID-19 has created a global health crisis that has profoundly impacted many communities in managing their daily lives. It has also upended working life, changing how and where people do their jobs.

WMSP is a provision of services which guide the clients in understanding and improving the existing conditions of their workplace as a measure of prevention of the spread of outbreak. It will help to ensure the preparedness of a safe and healthy workplace during this Covid-19 pandemic period and beyond.

The key objectives of the WMSP implementation are to:

- Assess the existing working environment and to identify the potential risks of virus transmissions
- Provide a clear and practical guideline for organisation on clients who are re-opening their businesses and premises in the time of the pandemic
- Establish a safe and healthy working environment by reducing the exposures that will contribute to the risk of infections
- Ensure readiness in dealing with situations that are likely to result from the infection

The WMSP implementation is set to be conducted by referring and adhering to the latest practices and guidelines specified by the World Health Organization (WHO), the Malaysian Ministry of Health (MOH) other relevant organisations and/ or agencies. Outcomes of the exercise shall contribute towards:

- A more systematic approach in preparing the workplace and resuming business operations
- Reducing exposures that will contribute to the risk of infection
- Providing a sense of calm and comfort to the employees in carrying out business activities.

Initial assessments will be conducted to identify the potential risks of virus transmissions in relation to the existing working environments and the associated business activities. Emphasis will be given to the following aspects:

- Employee movement & surface contact

- Workplace arrangement
- Work processes & procedures
- Cleanliness & hygiene

At the end of the WMSP assessment, a detailed WMSP Manual will be produced. The manual, which is exclusively developed according to the unique features and requirements of client's workplace, shall be used as a clear and practical guideline to cultivate a safe and healthy workplace.

BUSINESS CASE ANALYSIS (BCA)



Business Case Analysis (BCA) is a standard process of assessing the need of a facility owner about the current state of its facility management practice prepared by GFM subject matter experts (SME) prior to submission of the business proposal to said potential client.

It is aimed at enabling clients to validate the business case for an integrated facility management service before assuming the cost/ risk of a major outsourcing initiative.

The purpose is to achieve an understanding of the current performance, and to provide a constructive challenge in order to identify the achievable improvement opportunities.

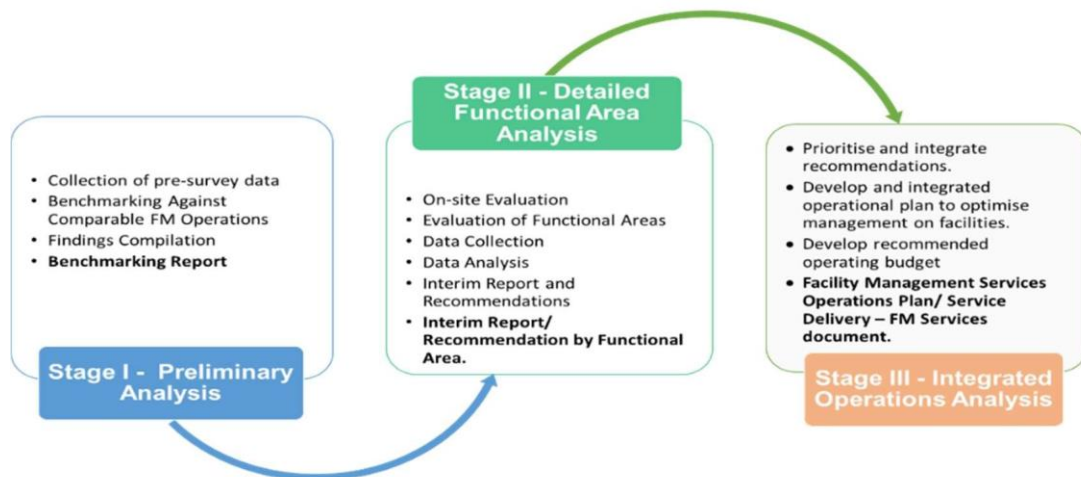
The BCA exercise involves a preliminary analysis, including a benchmarking evaluation of the facility management performances, in order to provide an initial assessment of the scope of improvement (cost savings and/or quality improvements).

The evaluation exercise will focus on:

- Comparing the current performance achievements against industry recognised practices.
- Identify potential improvement opportunities in the context of critical business requirements for the facility(s) and/or for the portfolio overall.
- The process of establishing a framework for ongoing performance measurements, in order to facilitate continuous improvements.

The BCA will provide the current facility management unit with an initial strategic and tactical review of the current facility management performance of the client's site which is analysed. Then, it is proposed a number of quantified opportunities for deliverable performance improvements. These may take the form of any or all of the following:

- Cost savings
- Service quality improvements
- Increased customer's productivity via conducive working environment
- Increased customer satisfaction
- Improved support for customer's working practices



FACILITY CONDITION AUDIT (FCA)



Facility Condition Audit (FCA) is a technical review on the present and anticipated conditions of facilities in various elements of facilities management and maintenance practices. The FCA focuses on facilities structural and building condition as well as systems condition within the facilities.

Various elements of the development are also included in the FCA such as architectural, mechanical, electrical, civil, elevating devices, building envelopes, underground parking structures, recreational facilities and other special purpose facilities.

The key objectives of this FCA are to:

- Evaluate the current state of facilities condition and performance.
- Perform investigations using non-destructive methods and relevant equipment and tools.
- Highlight any defects/ discrepancies.
- Recommend suitable solutions to overcome those defects/ discrepancies.
- Estimate the cost of rectification for each defects/ discrepancy identified.

The assessment made will cover the following areas:

- Documentations and records for the relevant facilities
- Physical and general conditions of the facilities
- System's operational state (in accordance to the intended installation purpose and relevant requirements)



The data and information are gathered through the following means:

- Documentation verification – sighting of all available documents pertaining to the building and systems i.e. certificates, licenses, agreements, records etc.
- Interview and discussion – interview sessions with relevant personnel/ party currently responsible for the operation and maintenance of the facilities and systems.
- Visual inspection – on-site inspections and observations of the facilities and installations.
- Functional test – performing functional tests in accordance to available operating manuals

Defects identified during the audits are categorized according to the following criteria:

Defect Category	Definition	Risk Percentage (%)	Cause Factor	Risks to Users/ Occupants
A	Critical	100%	Total failure and/or life-threatening of entire system	Life-threatening situation
B	Non-critical	50%	Failure to system components but NOT affecting functionality of the entire system	General discomfort
C	Potential	25%	Signs of failures	Nil or minimum risks

Overall condition is rated as EXCELLENT, GOOD, AVERAGE, POOR and VERY POOR based on the presence of defect categories A, B and C in the buildings respectively.

FACILITY PLANNING AND DESIGN REVIEW

Facility planning and design review is an exercise carried out to ensure effective implementations of Facility Management (FM) and the optimisation of building design at the concept phase of any development. The FM consulting activities will be performed to coincide with the intended preliminary timeline for the conceptualisation, development and construction phases of the project.



The key objectives of design review at an early stage of the development are to:

- Optimise design and operational efficiency of the built facilities
- Establish an effective and sustainable facilities management system
- Develop the FM concept and strategy
- Develop the FM implementation and long-term cost structure
- Ensure readiness for pre- and post-handover
- Ensure the development meets FM requirements and stakeholders' best interests

The design review team shall provide feedback and recommendations on the facility's designs including layouts, arrangements, the amount of space, systems, safety, environmental, etc. The feedback and recommendations shall be made according to the facilities management practices, which are primarily related to future operations and maintenance works.

The outcome of the exercise shall contribute towards:

- Betterment of the built facility as well as benefiting the owners, clients, tenants, users, community and environment.
- Ensuring that the built facility performs as required operationally and financially.
- Asset owners understanding of the potential risk factors that need to be managed in preserving the assets. In the effort to meet the design review objectives, the following methods shall be employed:

Documentation Review: The purpose of reviewing the project documentation is to establish a fundamental understanding on the overall project development concept, need statements, key issues and challenges of the project. Recommendations and optimisation can be made further after doing so.

Project Team Engagement/discussion: The FM team shall engage with project team and the client in meetings and discussions throughout the duration of the development. This will allow an exchange of information, ideas and views as well as quickly getting feedback on relevant matters.

Benchmarking: The development of the FM conceptual proposal and implementation costs will be based on a comparative analysis against the FM industry best practices, our knowledge bank and experience. We shall customise our output to suit specific client requirements and the local business climate.

FACILITY MANAGEMENT ORGANISATION IMPROVEMENT (FMOI)

Facility Management Organisation Improvement is a provision of services which will guide and assist the client for Operational Excellence in planning, mobilizing and implementing an effective facility management team that is capable of meeting the objectives and performance targets of the facility.

The objectives of FMOI includes:

- Review the client's FM strategy and policies while also getting involved in the client's management decisions in relation to the FM strategy and policies.
- Setting up an FM team that is the best-fit for the required FM service level of delivery.
- Enhancing the capabilities and skillsets of the FM team in undertaking and executing its duties.
- Establishing management systems and processes that are in line with industry recognised practices.



The FMOI service delivery can be customised according to the client's requirements, but not limited to the following key areas:

- Facility Condition Audit – for the purpose of handing over/ taking over the facility improvement.
- Facility Handing Over & Taking Over – facility checklists, condition audits, records & documentations, installations/ equipment acceptance etc.
- Operational Set-up – establish a master plan for mobilisation, logistics, communication and organisational structures (which include Job Descriptions & Performance Management Systems).
- Documentation – establish standard operating procedures (local) for all processes under the FM service delivery scope.
- Training – establish and conduct management and technical training programs on relevant FM-related competencies.
- Contract Management – FM service contract management which includes budgeting, service specifications, vendor's conditions of contract and monitoring/ reporting processes.
- Project Follow-up – assist in carrying out planned routines and periodic activities such as Monthly
- Operational Reports, Claims, Warranty Management, Contract Variations/ Reviews, Facility Audits and Refresher Training.

In the effort to meet the FMOI objectives, the following methods shall be employed:

Project Team Establishment: GFM shall provide qualified staff for this exercise and/or task. There will be personnel assigned full-time for this consultancy service. From time to time as required, additional subject matter experts (SME) will be brought in.

Processes and Procedures: The team will work hand in hand and will impart knowledge transfers to the client's personnel throughout the engagement duration.

Reporting: Progress reports shall be provided monthly to the client management.

Support: The team shall be supported by the GFM Head Office and other GFM subject-matter experts as and when required.

FACILITY MANAGEMENT INDUSTRY OVERVIEW, RESEARCH AND EVALUATION



Facility Management Industry Overview, Research and Evaluation is a study and research carried out to provide the client with understanding and insight on the FM market scenarios and conditions in the region.

The objective of this exercise is to provide our client with the necessary information that will enable the identification and selection of suitable business models and partners for the facility management services. Clients can leverage on the information gathered through this service which include but are not limited to the following areas:

- General industry overviews on Facility Management (IFM) business;
- Potential FM businesses in the specified target region;
- Case studies on FM business and Business Models;
- FM Business Risks and Mitigation;
- Condition and status of facilities and assets owned by the client;
- Review of FM industry players including their weakness and strength;
- Overall analysis and recommendations.

In the effort to meet the objective of this service, the following methodologies shall be employed:

Desktop / Documentation Review: The purpose of reviewing the project documentation is to establish a fundamental understanding on the overall project development concepts, need statements, key issues and challenges of the development. Recommendations and optimisations can then be made further.

Project Team Engagement Discussion / Focus Group: The GFM Consultancy team shall engage with the client's project team in meetings, workshop sessions and discussions throughout the duration of the development. This will allow an exchange of information, ideas and views as well as quickly getting feedback on relevant matters.

Review and Benchmarking: The development of case studies in understanding and obtaining insights on industry competitors and FM Business Model for the Client will be based on comparative analysis against the industry's recognised practices as well as our knowledge bank and experience. We shall customise our output to suit specific clients' requirements and the local business climates.