

## **IFMA comments on Renovation Wave Strategy**

### **About IFMA**

IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting more than 23,000 members in over 100 countries. The association's members, represented in 142 chapters, 16 councils, and 5 communities worldwide, of which 12 chapters are located in Europe. Facility managers manage more than 7.25 bn square meters of property and annually purchase more than 433 bn EUR in products and services globally. Formed in 1980, IFMA certifies professionals in facility management, conducts research and provides educational programs.

### **About Facility Management**

Facility management (FM)[1] is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety and efficiency of the built environment by integrating people, place, process and technology.

### **Impact of COVID-19 on the built environment and the facility management profession**

Facility Management is an essential job function. Facility managers operate facilities, supervise cleaning and safety protocols, maintain critical infrastructure, develop new workplace strategies, and ensure the continuity and functionality of the core business. As such they are critical to the support and continued operation of hospitals, research centers, government buildings, food distribution networks and other facilities necessary for the COVID-19 response. If these buildings shut down or are impacted operationally, so too is the ability to meet this crisis.

As the EU begins to reopen once again, creating consistency and continuity in the operation of the built environment will become increasingly important, both for corporate workplaces as home-offices. Even the most sophisticated building cannot run itself and increased demands on the facility often translate into increased demands on the professionals who operate and maintain these buildings. The need for standardized workplace planning & management, enhanced remote work, cleaning and social distancing all place additional demands on the facility management workforce and require planning and training.

Facility managers are at the front and centre of the built environment and help connect, implement, operate and integrate operations of multiple stakeholders such as global management, human resources and IT. As FM's rise to meet these challenges, we urge you to consider common sense solutions to support these efforts and ensure that the building environment remains assets, not liabilities in an organizations strategic purpose.

### These solutions include:

- ▶ Continued recognition of the essential role that the building workforce plays in responding to the COVID-19 Pandemic
- ▶ Providing grants and additional funding for online learning and training for building personnel on the front lines of the response in areas such as disaster preparedness, operations and maintenance, building safety, communication and resiliency
- ▶ Funding for public sector building personnel to access much needed training programs;
- ▶ Research on the lasting impact of the pandemic on the building sector and workforce mobility

### Selection of best practices:

SafeAtWork is an application that is managed by facility managers active in the workplace, using QR codes, allowing the application to trace contact chains in case of an infection and send a warning. The digital solution supports the memory of an infected employee, who may not remember all the contacts in the office:



### How IFMA can support the European Commission in achieving smart & energy efficient buildings in Europe

- ▶ Making the EU's building stock energy efficient throughout their lifecycle

EU policies related to the built environment have established a regulatory framework focusing mostly on the energy performance of buildings in their design and construction phases.

While design and construction of new facilities often receive large regulatory attention, it is the ongoing operation of existing buildings that ensures not only protection of the initial investment, but also helps achieve and sustain major energy savings. The gap between the designed for energy performance of a building and the realized performance throughout the building's lifecycle is an undeniable reality which cannot be addressed without optimized facility management and continual training for facility management personnel.

Facility managers stand at the forefront of the effort to reduce energy consumption and promote sustainable practices throughout the entire lifecycle of the building.

IFMA welcomes the Renovation Wave strategy as a “2050 whole lifecycle performance” roadmap for buildings. The initiative is a major step in attaining real energy efficiency gains through the building’s entire lifecycle.

While this initiative appears to be primarily focused on the materials used in the construction phase and their end-of-life usage in the demolition phases, IFMA would like to underline that:

- ▶ Optimized operational management of buildings carries a significant part of the energy efficiency savings of a given building through its lifecycle. Facility managers are able to collect data on the building’s energy performance throughout the lifecycle and can provide the data to indicate where improvement projects need to be prioritized.
- ▶ Facility managers already today support in identifying the recycling potential for building materials and building products, and in particular the provision of Environmental Product Declarations (EPDs) for established products and incentive systems.

IFMA looks forward to entering into a constructive dialogue with the Commission on defining clear and achievable benchmarks for measuring lifecycle performance as the Commission makes progress on the development of the 2050 whole lifecycle performance roadmap.

### Selection of best practices:



### ▶ FM guidelines to reduce emissions in all the use cases of a building

Facility managers contribute to the conversion of the building towards lower CO<sub>2</sub> emissions, over its lifecycle. The German association of Facility Managers (GEFMA) has developed guidelines on how to reduce emissions in all facility services of the building.

Sustain FM (Sustainability in FM - GEFMA 160) is an assessment of sustainable operation in a specific building. During the quality check and the associated derivation of measures in the 10 relevant areas of sustainable FM, 10 defined criteria from the GEFMA 160 standard evaluation are measurably assessed on the basis of verification documents.

With the evaluation of the results, a measurable and comparable overall assessment of the sustainability in the building under consideration in the 10 processes can be made. The results are presented via an application in the form of a report with documentation.

► **FM as a promotor of sustainable government buildings**



**Office 2023** is a new project to accommodate the civil servants of the Flemish region in Belgium. The former WTC towers, built in the seventies, will be transformed into a 110.000 m<sup>2</sup> site with offices, hotels and appartements. The Facility Management department of the Flemish Government is in charge of ensuring high levels of sustainability and circularity and accompanies the renovation works by defining the E15 energy performance goal and helps integrate as much as 68% of the building's recycled materials.

IFMA therefore recommends the European Commission to take into account the existing practices of facility management in measuring and benchmarking the lifecycle performance of buildings as it develops the 2050 whole lifecycle performance roadmap for buildings.

► **Minimum energy performance standards for existing buildings are achievable if facility managers are involved**

IFMA understands that the European Commission wishes to revisit the Energy Performance of Buildings Directive to expand the minimum energy performance standards to existing buildings in an objective to increase the renovation rate. While IFMA supports the increased level of regulatory ambition as a necessary step towards achieving the decarbonization of buildings, IFMA calls on the Commission to uphold an inclusive approach encompassing all building professionals involved in the renovation of existing buildings.

Facility managers are well-equipped (see previous point) to provide architects, developers, builders and contractors with the data of energy performance gaps and where renovation works need to be prioritized.

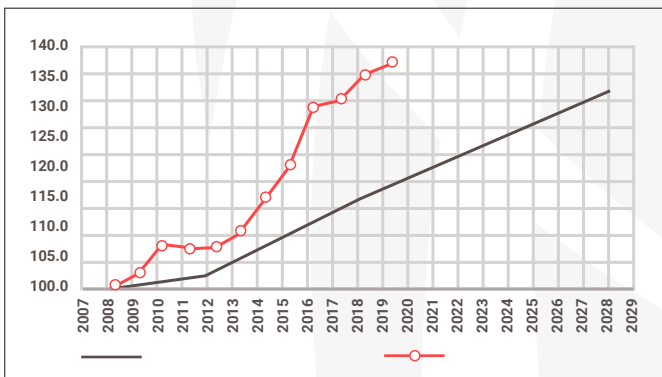
In line with the Commission's approach as per the [Recommendation on Building Modernization](#) in which the Commission stipulates that facility managers need to be involved with regard to the installation and renovation of building automation technologies, IFMA recommends the Commission to issue a clear guidance that facility managers are formally consulted on the building's energy performance in the preparatory phase of renovation works in existing buildings.

## Selection of best practices:



Facility managers helped in the renovation process of the World Trade Center (Amsterdam, NL) by identifying which technical installations needed be replaced in order to allow maximization of energy savings. The successful renovation led to the installation of thermal storage and heat pumps, resulting in a 55% saving in energy consumption, in which the electricity consumption needed for the heat pump has been discounted.

Facility managers also assist critical infrastructure such as hospitals in their energy management. For instance the University Hospital of Zürich (Switzerland) uses an Energy Management System (EMS) based on reducing controllable energy demand and improve energy efficiency, while ensuring the procurement of energy-efficient and environmentally friendly systems, products and services. By using the EMS the hospital has continuously reached the regulatory energy efficiency target since 2008.



**IFMA therefore recommends the European Commission, as part of the review of the Energy Performance of Buildings Directive, to ensure that facility managers are involved as essential stakeholders in the renovation process of any given building, and in particular in the inception phase when the renovation works are presented, discussed and agreed on.**

## ► Making buildings smart and people smarter

IFMA supports the Commission's ambition to increase the smartness rate of buildings as part of the Renovation Wave strategy. IFMA is convinced that including building automation technologies into the built environment will accelerate the decarbonization process of Europe's new and existing building stock.

Facility managers are involved in helping developing smart buildings: the collection and management of the relevant data, in particular the parameters of the various materials and the relevant information regarding indoor climate, energy consumption and behavior of the building user is important in the process of making the building smarter and is gathered by the facility manager. In this regard, the digital logbook is able to collect all the building data and is preferably managed by the facility manager.



Achieving smart buildings should not be a goal as such, but a process in which facility managers are involved. Integrating building automation technologies without these technologies being properly managed will not help achieve smart buildings. It is therefore crucial in this exercise that facility managers are not only formally consulted about the smart readiness of a given building, indicating which technologies are required and how they should operate, but also facility managers must be adequately trained to manage the technologies and help the building become smarter.

### Selection of best practices:



Facility managers advise on the installation of smart building applications and manage their operations, such as e-mobility services and EV charging infrastructure. In this regard, facility managers take care of the installation and registration, commissioning, maintenance, servicing and fault management of EV charging stations on the premises of a given buildings: the support goes from feasibility check and follow-up formalities, to conception and selection of the charging solution interfaces and related processes such as billing and load and charge management.

IFMA therefore recommends the European Commission, as part of the review of the EPBD, to ensure that facility managers are formally consulted in the conception, integration and management of smart building applications into the building.

### ► EU funds for skilled building professionals

The Commission has indicated in the Renovation Wave strategy that only well-informed building professionals can play their potentially key role in offering end-users latest available technical opportunities for resource and energy efficiency. IFMA could not agree more and supports the Commission's approach in this regard.

IFMA is a recognized global leader in the development and promotion of FM training programs: currently active facility managers and future facility managers rely on the [IFMA training & certification center](#) to learn about all upcoming and building-related trends, developments and innovation exercises.

Our training programs are necessary if not critical for facility management professionals to be equipped with the right knowledge tools to accompany the integration and operation of smart building technologies. Without the rightly skilled FM professionals, such technologies become obsolete and will not help achieve the EU's objective to make buildings smarter.

IFMA therefore welcomes the Commission's initiative in the "Pact for Skills" to bring together private and public stakeholders with the shared objective of up- and reskilling Europe's workforce, and in particular we welcome the Commission's plans to develop training materials on the use of Level(s) next year. Finally, IFMA and our Chapters across the EU look forward to working together with the Commission under the Build Up Skills initiative to guide Member States in the production of their National Roadmaps for training.

#### Selection of best practices:



IFMA has over 1,200 facility management professionals within its ranks that have been certified as "Sustainability Facility Professional" after successful completion of the programme. In this training programme participants learn to understand sustainability practices and educate their organization on the importance of sustainability practices. The training programmes helps to maximize efficiencies, implement sustainable best practices and help achieve EU and global regulatory ambition in the area of sustainable buildings.

IFMA therefore recommends the European Commission to invest in the deployment of formalized training program to effectively bridge the gap in the building sector and include the requirement for skilled FM professionals in public procurement processes for building renovations or sustainability projects within the built environment.

[1] The ISO has defined facility management in ISO standard ISO 41011 as the organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.