

## SAFMA Awards 2018

### Celebrating Excellence

The Annual SAFMA Excellence Awards recognise the best and the brightest professionals in the South African Facilities Management industry. The awards serve to acknowledge passion, innovation and exceptional service, with each category being hotly contested. Each year the quality of the entries continues to grow, with the winner of the Excellence in FM Award being entered into the Global FM Awards.

Hosted by SAFMA (South African Facilities Management Association), and with many thanks to the sponsors – Bidvest Facilities Management, Broll Facilities Management, and Career Excellence Academy, this year's awards were presented at a gala dinner held on 07 February at the Indaba Hotel, Fourways.

Winners:

***Excellence in FM\_ (This award is given in recognition of a notable contribution to the enhancement and promotion of best practice in the field of facilities management)***

#### **Winner - World's First Management System Standard for FM (SABS Joint Team)**

The development of the first management system standard for FM took over two years of work and research. The need for this standard was clear as in the past only standards for terms, definitions, and the FM agreement have been published, leading to a narrow and operations-focused interpretation. The development of this standard set a global precedent.

The SANS 1752 System takes a long-term view of the strategic role of FM within a business and fully incorporates the standards of Quality Management and Asset Management and Continuous Improvement into the FM role. This standard therefore elevates FM to the same level of importance as other management disciplines.

#### **Runner up - Telkom Contract (Bidvest Facilities Management)**

Bidvest Facilities Management and is responsible for seven key buildings at Telkom Park. These include Telkom Park, which comprises the core building that houses the combined national network operations centre, The Nexus building for general combined administration and a data centre, The Hub which combines building administration, a data centre, a call centre as well as the Telkom Head Office where CEO and Exco reside.

A recent customer satisfaction rating at Telkom bares testament to the incredible turnaround of the Telkom perception of Bidvest Facilities Management Services. The rating exceeded the target of 4.00 and achieved a 4.20 rating out of 5.00.

***FM of the Year (This award recognises outstanding professionalism and is given to an individual who has made significant differences in various spheres of the FM industry)***

**Winner - Themba Mlotsa (Bidvest Facilities Management)**

Themba is the Facilities Manager on the BMW account. The contract includes the provision of integrated soft and hard Facilities Management services for three major sites, and is modular, allowing BMW to plug in additional services and on-demand items when required, such as maintenance of the body shop conveyor belt.

Themba has grown the contract by 10% in terms of revenue over the past year. The performance of his team grew by 9% on average over the last year. He also introduced a pilot project using handheld mobile devices in the workplace to manage all maintenance tasks.

**Runner up - Tina Khumalo (Bidvest Facilities Management)**

Tina has successfully managed three complex and sensitive sites at Telkom Park, moving between the three sites on a daily basis. When the building was completed at the new BCX building in July 2017, Tina and her team had all the services up and running in record time to accommodate the movement of the staff from the old building.

Tina has put systems in place to streamline financial/ business processes whilst continuing her studies and completing training on standby machines operations, air-conditioning and fire and security; she acquired a certificate in Basic and Advanced Electrical Skills; and completed a certificate in Essential Project Management at College Campus and a Programme in Production/ Operation and Productivity Management at UNISA.

***Young Achiever of the Year – (In recognition of an individual facilities manager under the age of 35 for their outstanding professionalism and contribution to the FM industry.)***

**Winner - Ashley Naidoo (Rand Merchant Bank)**

Ashley was instrumental in developing a bespoke Building Management System (BMS) that keeps the bank's critical operations running efficiently and smoothly, reducing the risk of downtime and thus preventing the bank's traders from losing revenue. Comprehensive reporting templates were also tailored to each building managed by Ashley, tracking and managing soft and hard services, which in turn have allowed for preventative FM models being tailored for each building.

Ashley takes a proactive approach, identifying potential issues before they can become problems, and tackling problems with an innovative style that ensures long-term solutions and the reduction of future failures. He has a keen eye for details and is able to manage several projects consecutively by coordinating and delegating smoothly and successfully. He is always willing to share his knowledge with interns. His experience is complemented by several qualifications, and he continues to add to these.

## **Runners up**

### **Gold - Chanté Jordaan (Broll Facilities Management)**

Chante started on the Edcon account 18 months ago and was promoted to the position of Operational Support Manager within 10 months of starting work in the FM department.

She obtained her FM qualification in 2015 at the age of 20, making her the youngest student at the time to obtain the qualification, all whilst studying after hours, and with no discernable impact on her work delivery. Chante has been heavily involved with upskilling both Broll interns as well as service providers via an enterprise development programme. Her background in finance has also changed the way we implement information gathered from our data management system

### **Gold - Jacklyn Mwangi (Broll Property Kenya)**

Jacklyn has displayed commendable initiative in her pursuit of understanding and executing the functions of 'Concept Evolution', Broll's fault logging system. She also handled the challenges of the implementation of this system, and displayed a skilled command of the Africa portal in a remarkably short space of time. Jacklyn has introduced easier, smarter ways to mentor service providers in Africa, and ensures they know how to load quotes and invoices onto the automatised system.

Jacklyn's involvement has resulted in improved communication and internal reporting between East Africa and South Africa, quicker response to faults in East Africa, and better reporting on faults logged for global clients. She was recently promoted to Helpdesk Supervisor and PA to the Divisional Director of FM Kenya.

## **Chairman's Award (In recognition of an outstanding contribution to the FM industry)**

### **Mari Markram (Bidvest Facilities Management)**

Mari's involvement in the Telkom account ensured that a previously strained business relationship became an effective and supportive one. Her Telkom portfolio is large and complex, comprising several key strategy sites. Mari is the key interface with the client GYRO, which is a new division of Telkom in charge of Facilities Management and other related portfolios, and she oversees three Facilities Managers, two Technical Managers, one Resource Manager with three Resource Coordinators, and 25 Technicians, who range from Electrical Technicians, Fire and Access, and HVAC Technicians to Emergency Power Technicians as well as Infrastructure and Data Centre specialists.

She implemented a sustainable water leakage and detection, repair and monitoring programme. As she believes that a pleasant environment influences the mindset in the workplace, she also oversaw the rehabilitation of the existing landscaping into a pleasing water-wise garden, and ensured that cleaning time was maximized by moving over to a largely night-based cleaning schedule.

***Technology Implementation (In recognition of a company that has successfully incorporated technology into its infrastructure and core services)***

**Winner - UNISA E-Garden (University of South Africa)**

The Unisa E-Garden was conceptualised as a way for the University to embrace the use of renewable energy and employ clean and advanced technology and the appropriate management practices in its continued efforts to improve energy efficiency. It is a universally inclusive and accessible space and e-hub.

The E-garden seats 200 people comfortably. It offers a solar-powered loop hearing aid system, a device used to amplify the sound from the stage for those with hearing impairments. Two new services were developed for the garden, namely the solar-powered loop hearing aid system, and a 32A solar- powered electrical vehicle charging station was installed.

The E-garden is entirely solar-powered, allowing Unisans to connect electronic devices at various points in the E-garden, and to power all of its lights, pumps and electronic information systems completely off-grid.

**Runner up - Solar PV Roll-out (Redefine Properties)**

In 2017 the Utilities Team at Redefine launched a rooftop Solar PV project roll-out, targeting the installation of additional capacity which would see Redefine' s total installed capacity grow significantly in an 18 month period. In addition to the financial returns from the installation of Solar PV plants, this renewable source of energy has the potential to drastically reduce carbon emissions. Once the current installations are fully operational and combined with existing installations, it will result in an indicative saving of 32,819 tonnes CO<sub>2</sub>e.

- Ends -

Issued on behalf of SAFMA

For any enquiries please contact kim@safma.co.za

Notes

The categories for 2018 are as follows:

Excellence in FM - This award is given in recognition of a notable contribution to the enhancement and promotion of best practice in the field of facilities management.

FM of the Year - This award recognises outstanding professionalism and is given to an individual who has made significant differences in various spheres of the FM industry.

Young Achiever of the Year - In recognition of an individual facilities manager under the age of 35 for their outstanding professionalism and contribution to the FM industry. This individual is passionate, driven by customer service, and has achieved notable success in their profession and in the FM industry as a whole.

Chairman's Award - In recognition of an outstanding contribution to the FM industry.

Technology Implementation - In recognition of a company that has successfully incorporated technology into its infrastructure and core services.