

Contents

PREFACE

THE EDITORS

INTRODUCTION

PROLOGUE The European Context for Facilities Management

PART A FACILITIES AND THEIR MANAGEMENT

SECTION 1 Facilities and the Corporate Plan

- Chapter 1.1 The scope of facilities
- Chapter 1.2 The performance of facilities
- Chapter 1.3 The costs of facilities

SECTION 2 Facilities Management

- Chapter 2.1 Facilities and core business management
- Chapter 2.2 Financial management
- Chapter 2.3 Information management
- Chapter 2.4 Asset management
- Chapter 2.5 Quality management
- Chapter 2.6 Risk management
- Chapter 2.7 Project management
- Chapter 2.8 Value management
- Chapter 2.9 Change management

PART B PREMISES

SECTION 3 Commercial Real Estate

- Chapter 3.1 Interests in property
- Chapter 3.2 Leasehold conditions
- Chapter 3.3 Landlord's asset management and service charges
- Chapter 3.4 The valuation process
- Chapter 3.5 Valuation methodology
- Chapter 3.6 Premises and property 'investment'
- Chapter 3.7 Property insurance and other cover
- Chapter 3.8 Depreciation of property
- Chapter 3.9 Commercial property management

Contents

SECTION 4 Space Management

Chapter 4.1 Space the premises cost driver

Chapter 4.2 'Churn'

SECTION 5 Premises Operating Services

Chapter 5.1 Premises operating costs in context

Chapter 5.2 Maintenance

Chapter 5.3 Cleaning

Chapter 5.4 Energy

Chapter 5.5 Water and sewerage services

Chapter 5.6 Waste management

Chapter 5.7 Interior landscaping and décor

Chapter 5.8 Environmental management strategy

SECTION 6 Fitting-Out and Alterations

Chapter 6.1 The nature of fitting out and alterations

Chapter 6.2 Fitting-out costs

Chapter 6.3 Procuring the project

PART C SUPPORT SERVICES

SECTION 7 Business Support Services

Chapter 7.1 Security

Chapter 7.2 Storage

Chapter 7.3 Stationery

Chapter 7.4 Printing and reprographics

Chapter 7.5 Information and communication technology

Chapter 7.6 Document distribution

Chapter 7.7 Office furniture

Chapter 7.8 Motor fleet management

Chapter 7.9 Disaster prevention and recovery

SECTION 8 Staff Support Services

Chapter 8.1 Catering

Chapter 8.2 Health and safety at work

Chapter 8.3 Sports, social and welfare facilities

Contents

PART D RELOCATION AND DEVELOPMENT

SECTION 9 Relocation

Chapter 9.1 Premises and business performance

SECTION 10 The Development Option

Chapter 10.1 The development process

Chapter 10.2 Objectives underlying the development process

Chapter 10.3 The economics of development

Chapter 10.4 Funding of proposals

Chapter 10.5 Financial incentives and mobile investment

Chapter 10.6 Whole-life economics

PART E TAXATION

SECTION 11 Taxation Considerations

Chapter 11.1 Taxation and Europe

Chapter 11.2 Taxation systems

Chapter 11.3 Local taxation and revenues

Chapter 11.4 Value Added Tax

PART F THE FACILITIES AUDIT

SECTION 12 Facilities Auditing Processes

Chapter 12.1 The facilities management audit

Chapter 12.2 Benchmarking

PART G

Professional associations and educational institutions

Table of statutes and guidelines

Table of figures

Abbreviations

Glossary

Index