

WORKPLACE KNOW HOW: HOW EMCOR UK IS LEADING THE CHARGE ON WORKPLACE PRODUCTIVITY

“CO₂ and other indoor environmental factors are stifling productivity” - just one on many fascinating nuggets of Know How for VIP's gathered at EMCOR UK's inaugural event in its new Workplace Know How Series.

By Ian Baker
Head of Workplace, EMCOR UK



EMCOR UK's workplace consultancy team hosted it's inaugural Know How series of events on 8th May 2019; designed to share knowledge and raise awareness of the big issues that effect modern business and workplaces in the UK.

The purpose: to drive the conversation forward on the big issues faced by business leaders, to stimulate debate and inspire meaningful action to take place. We proudly invited a small and focused group of customers, suppliers and colleagues to the modern showroom of one our key furniture partners.

Our call to action was: **COME | LEARN | DISCOVER;**

COME and hear workplace leaders discussing factors affecting workplace, in particular cognitive performance.

LEARN how knowledge and data can be used to enhance the employee experience.

DISCOVER solutions to improve your workplace productivity.

With the inspiring furniture and tech on display, the central London venue made a fitting place for the focus of our first Know How: Is Workplace CO₂ Stifling Productivity.

Is Workplace CO₂ Stifling Productivity?

Taking to the stage alongside Ian Baker, Head of Workplace on the day were Jeremy Campbell, Director of Business Development and Clare Hawkins, UK Energy Manager from EMCOR UK, Ian Ellison, founder of 3edges and Christopher Kehoe, Group Executive Director, EMCOR UK.



Ian Baker
Head of Workplace
EMCOR UK

Jeremy Campbell - Busting the Mega Trends

"Mega trends in the workplace such as artificial intelligence, the internet of things and big data show no sign of abating. As a result, jobs are changing and people are increasingly asked to develop enhanced skillsets - such as creativity and complex problem solving. To enable such skillsets to flourish, it is essential that workplaces adapt to help employees perform at their best."

This was the message Jeremy Campbell, our Director of Business Development, started his session with before providing an overview of how these and other mega trends are shaping the future of facilities management and how the industry will fall behind the curve if it's not prepared for these changes. Jeremy challenged the room:

"The time for discussion about these trends and changes is over - we know that staff need supportive and healthy work environments to be more productive, so lets get to work making it happen!"

Ian Baker - How we're creating well-buildings

With Jeremy's call to action ringing in our ears, Ian Baker stepped up to ask the question:

"What level of proof do we need about the harmfulness of something before we act?"

His insightful talk described the work he and colleagues at EMCOR UK have been doing to improve indoor air quality in the workplace and by definition, employees' wellbeing and productivity. Ian and his team gained industry leading expertise as a consortium partner in WLP+; a government backed, three year study testing the detrimental effects of temperature and CO₂ on the productivity and cognitive performance of office workers.

"Ian Baker put across the research info in a very easy to understand and compelling way. Clare's session - left me wanting more."

Results of the study were clear. The poorer the air quality became, especially with high CO₂ levels, the greater the decline in perceived productivity and actual cognitive performance of workers. Ian told the gathered audience that since the research project ended in November 2018, EMCOR UK has been monitoring CO₂ at many of our sites across the country - taking the learnings from WLP+ and making the incremental improvements needed to create optimal working conditions. Ian's challenge to the room concluded with: what level of proof do we need about the harmfulness of something before we act? Urging everyone to take action by improving the indoor environmental conditions of their places of work.



The Impact of CO₂ on Human Performance (proof reading and numerical tasks)

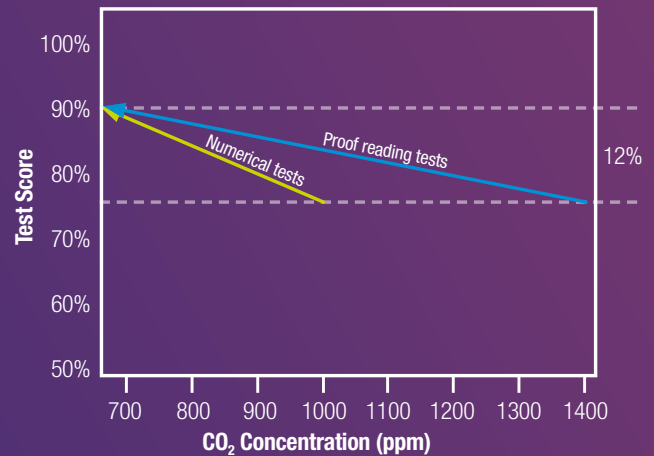


Fig: Correlations of test score for tasks completed during the validation period

WLP+ Key findings - test results:

- Proof reading tests:** Scored up to 12% higher when CO₂ levels were below 1400ppm
- Numerical tests:** Scored up to 12% higher when CO₂ levels were below 1000ppm

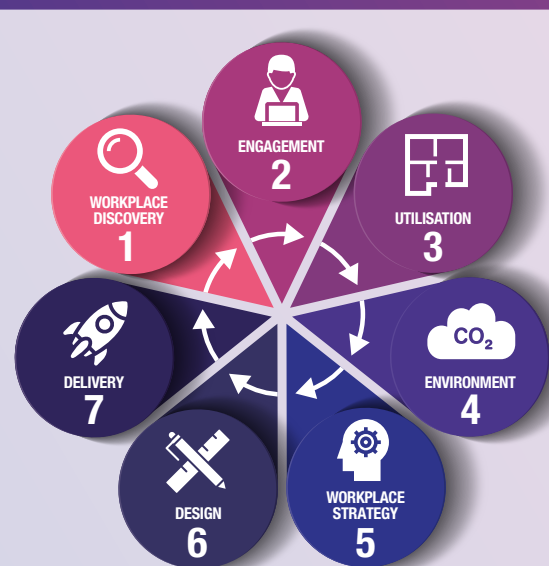
WLP+ Key findings - duration:

- 38% quicker in numerical tests**** when CO₂ levels were below 1000ppm

**On one of the buildings tested in the study

How EMCOR UK is creating high performing and productive workplaces

The improvement of indoor environmental air quality and conditions is just one part of a complex jigsaw puzzle when it comes to transforming workplaces. EMCOR UK's Workplace Consultancy team has taken the lead in this area by helping customers to transform their places of work. The team offers a highly rigorous seven stage methodology; providing a baseline from which incremental improvements can be made. Backed by data and technical expertise, the team help customers challenge the status quo and are bold enough to deliver exciting solutions that optimise buildings and provide workplaces that enable people to work at their best and that support a healthier and happier workforce.



EMCOR UK's seven stage methodology

*WLP+ consortium partners:

The Whole Life Performance Plus (WLP+) project was a unique, collaborative consortium of leading experts in building performance, property development and facilities management. The consortium consisted of EMCOR UK, LCMB, Innovate UK, the Low Carbon Building Group of Oxford Brookes University, Argent, Kings College London, British Council for Offices and Constructing Excellence.

Clare Hawkins – How energy management is a key driver to achieve a sustainable workplace

During Clare's presentation, VIP's learnt how EMCOR UK's unique four stage methodology; **Analyse - Improve - Change - Sustain**, is supporting our customers drive to improve their sustainability goals by cutting energy costs, lowering consumption and reducing carbon footprint.

Clare said:

"Optimising energy and water use in real time is now possible. So, by combining this with IoT technology to monitor and adjust indoor environmental quality, we create the conditions to improve productivity, enhance wellbeing and reduce waste across entire businesses."

The SMART tech behind all of this is EMCOR UK's Management Information Bureau. It's a bespoke solution that captures disparate data from many sources and provides the analysis needed to improve performance and identify opportunities for transformational change.

Quick wins are always possible, but to work towards a zero-carbon target and make significant positive change, it's important to sustain momentum and continuously improve. Clare and her team help customers to continuously improve with bespoke training and assistance in achieving energy management standards, such as ISO 50001.

Clare believes a collaborative approach, using EMCOR UK's four stage methodology of working, real-time data analytics and expert use of smart technology ensures her energy team can deliver impressive results over the long-term, regardless of industry sector.

For more information on EMCOR UK's energy management capability, please contact Clare by email: Clare.Hawkins@emcoruk.com or call T: 07917 394424

Ian Ellison – The Importance of Workplace Leadership

Ian Ellison spoke about the importance of workplace leadership and the huge benefits that can be created by applying new ways of thinking and working. He explained that the debate about cost reduction, health conditions, space utilization and efficient work has been going on since the 19th century but with very little progress, so he reiterated the importance of taking action today - to tackle issues around productivity.

FM is a sector in transition – pigeon holed in some quarters as a commoditised set of services. Those organisations showing workplace leadership are embracing the expertise in FM and placing it front and centre of the workplace change movement. Emerging technology has helped. It's been a key enabler and driver of change in recent years, providing FM with the data, the evidence and the insight to make the sort of technical and physical improvements that help workers perform at their best and feel good about the places in which they work.

Ellison said,

"FM is creating a stronger and more valuable profession by combining both the art and science of managing workplaces to create positive change for workers."

Workplace leadership, he explained, is about being brave enough to 'go first' with new ideas. For him, good workplace leadership inspires performance that enables change, which should be every business's goal.

Christopher Kehoe - Q&A and Networking

EMCOR UK's Group Executive Director, Christopher Kehoe concluded the event by facilitating a lively and interactive Q&A session with attendees, followed by networking.

If you would like to attend our next Know How session, please get in touch by email: workplace@emcoruk.com



Sharing knowledge at EMCOR UK's inaugural Know How event.



EMCOR UK hosted its inaugural Know How Series in central London on 8th May 2019



Ian Baker

"It was a great opportunity to hear from leading experts about the changing landscape of FM and the increasing use/impact of technology in the workplace. Great networking! Thank you."



Jeremy Campbell



Clare Hawkins



Ian Ellison

UPCOMING EVENTS

Missed out?

Our Workplace Know-How Series has two more upcoming events:

- **Workplace Driving Performance**
Thursday, 12th September 2019
- **Achieving Productive Workplaces**
Wednesday, 4th December 2019

If you are interested in attending, contact:

Ian Baker, Head of Workplace,
EMCOR UK

E: workplace@emcoruk.com

T: 07813 534 459



Pictured from left to right: Speakers Ian Ellison, Christopher Kehoe, Clare Hawkins, Ian Baker, Jeremy Campbell

About EMCOR UK

As one of the UK's leading integrated facilities management (IFM) providers, EMCOR UK has an enviable track record in maintaining high-performing, productive and sustainable workplaces and real estate for customers.

Our core facilities management services include:

asset management and maintenance, information technology (IT) and data network solutions, smart building and energy solutions, mechanical and electrical engineering, capital projects and workplace design, reactive building maintenance, reception and concierge, catering, cleaning, fire and security, guarding, grounds maintenance and workplace consultancy.

For many of our customers, we've delivered facilities management contracts that continually achieve measurable results and have lasted more than ten years. These customers value EMCOR UK's collaborative approach and unwavering commitment to service excellence.

We have invested in technology and developed bespoke software applications to support and enhance our service delivery. The information and real-time data that our applications provide, enables us to expertly monitor and manage the facilities management services we deliver in the workplaces we manage and maintain for our customers.

Our reputation has been built on an award-winning, safety-first culture and a unique collaborative approach to facilities management. This, and an unrelenting commitment to customer-service excellence, delivers value to our customers and workplaces that are well maintained and productive.

For more information contact:

Ian Baker, Head of Workplace, EMCOR UK on 07813 534 459 or email: workplace@emcoruk.com



Ian Baker
Head of Workplace
EMCOR UK



EMCOR Group (UK) plc
1 The Crescent, Surbiton
Surrey, KT6 4BN
www.emcoruk.com


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