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# THE FACILITY MANAGER

A News Magazine of the International Facility Management Association, Lagos, Nigeria Chapter | May, 2023

## FM - Making A Real Difference

**Making the real difference in Solid Waste Management**

**The Role of Artificial intelligence in Optimizing FM Operations**

**Interview Session with Mrs Alaba Fagun (MD/CEO Berger Paints)**

**Interview Session with Mrs Nwando Chukwurah (MD TFML)**

**Interview Session with Mr Femi Odunlami (MD/CEO BRICS LTD)**

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**GPMI GROUP**

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April 27	<b>Management of Crisis in Students' Hostels</b>	Hall Managers, Hostel Wardens, Technical Supervisors, Quality Assurance Officers, Porters, Janitors, Security Personnel in Student Hostels, Private Hostel Personnel, Building Maintenance Contractors and Entrepreneurs who are interested in Hostel Management Business	1 Days	50,000 (Classroom) 40,000 (Virtual)	PHYSICAL/VIRTUAL
October 4th - 5th	<b>Hostel Security Management</b>	Hall Managers, Hostel Wardens, Technical Supervisors, Quality Assurance Officers, Porters, Janitors, Security Personnel in Student Hostels, Private Hostel Personnel, Building Maintenance Contractors and Entrepreneurs who are interested in Hostel Management Business	2 Days	70,000 (Classroom) 55,000 (Virtual)	PHYSICAL/VIRTUAL
June 22	<b>Hostel Customer Service Management</b>	Hall Managers, Hostel Wardens, Technical Supervisors, Quality Assurance Officers, Porters, Janitors, Security Personnel in Student Hostels, Private Hostel Personnel, Building Maintenance Contractors and Entrepreneurs who are interested in Hostel Management Business	1 Day	60,000 (Classroom) 50,000 (Virtual)	PHYSICAL/VIRTUAL
October 31	<b>Hostel Record Management</b>	Hall Managers, Hostel Wardens, Technical Supervisors, Quality Assurance Officers, Porters, Janitors, Security Personnel in Student Hostels, Private Hostel Personnel, Building Maintenance Contractors and Entrepreneurs who are interested in Hostel Management Business	1 Day	50,000 (Classroom) 40,000 (Virtual)	PHYSICAL/VIRTUAL
December 6th - 7th	<b>Warehouse Planning, Operation and Management</b>	Facility Managers, Auditors, Manufacturers, Warehouse Owners, Retailers, Clearing and Forwarding Agents, Importers and exporters of goods and Industrialists.	2 Days	60,000 (Classroom) 50,000 (Virtual)	PHYSICAL/VIRTUAL
				<b>PHYSICAL</b>	<b>VIRTUAL</b>
March 1st – 7th July 4th – 8th	<b>Facility Maintenance Administration</b> *Facility electrical control *HVAC Systems, *Instrumentation, *Building maintenance management.	Facility Managers, IT, Electro -Mechanical Engineers / Technicians, Government Agencies, FM Organizations, Design Engineers / Architecture, construction Industries, Traffic and Pack Management, Aviation Industries, oil and Gas.	5Days	300, 500	225,000 (3 Days)
April 4 <sup>th</sup> – 8 <sup>th</sup> October 24 <sup>th</sup> – 28 <sup>th</sup>	<b>Electrical Mechanical Maintenance Management</b>	Recreation centers, hospitality industries, facility managers, smart real estate developers, aviation oil and gas	5Days	330, 200	247,000 (3 Days)
May 23 <sup>rd</sup> – 24 <sup>th</sup> November 21 <sup>st</sup> – 22 <sup>nd</sup>	<b>Testing and Commissioning SoPs (standard operating procedures).</b>	Procurement Manager, Accounts / Finance, CFO/ (Chief Finance Officers) Engineers, Logistics Managers, Facility Manages/Maintenance Managers, Oil and Gas, IT, Government Agencies /Parastatals, Real Estate, Construction Industries, Education Institutions, Public Transportation, Aviation, Religious Organization, Agro Based Industries	2 Days	200, 500	150,000 (1 Day)
February 1 <sup>st</sup> – 7 <sup>th</sup> September 5 <sup>th</sup> – 9 <sup>th</sup>	<b>Understanding Procurement and supply chain management.</b>	Procurement Manager, Accounts / Finance, CFO/(Chief Finance Officers) Engineers, Logistics Managers, Facility Manages/Maintenance Managers, Oil and Gas, IT, Government Agencies /Parastatals, Real Estate, Construction Industries, Education Institutions, Public Transportation, Aviation, Religious Organization, Agro Based Industries	5Days	300, 900	226,000 (3 Days)

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For further information on training objectives, benefits & other details contact:

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## Editors Note

Dear readers,

Happy World Facility Management Day! The theme for the year, is "Making a Real Difference" and we must all be poised to be the difference that we all want in the world.

On this auspicious occasion, we celebrate the tireless efforts of facility managers around the world, who work assiduously to ensure that our built environment is safe, efficient, and sustainable.

As we look to the future, facility managers will continue to play a crucial role in creating healthy and sustainable built environments. From incorporating smart building technology to promoting energy efficiency, facility managers have the power to transform the way we live, work, and play.

Collaboration and communication will be key to creating buildings that are not just functional, but also healthy and sustainable.

I will want to appreciate everybody who worked industriously to make this magazine a success. Your contributions do not go unnoticed.

As we celebrate World Facility Management Day, let's remember the important role that facility managers play in our lives. Let's also commit to working together to create a built environment that is safe, efficient, and sustainable for all.

Sincerely,

### Editorial Team

The Facility Managers Magazine



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# FACILITY MANAGEMENT

## Facilities Management – Making a Real Difference.

As an individual, I have always been curious about seeking to solve problems within or without my area of expertise. A few years ago, I was able to research the top 10 global challenges facing this century as reported by the United Nations and to my amazement, I could see myself coming up with ideas and solutions for some of the challenges at the speed of thought alone. This experience bolstered my confidence level with an assurance that you and I can make a real difference in the world we live in, notwithstanding the apparent challenges!

World Facilities Management Day is an annual event that celebrates the Facilities Management (FM) profession and its successes. Frankly speaking, many successes have happened over the years in the FM space, thanks to the almost impeccable body of knowledge that undergirds the profession and the passionate men, women and organizations who have distinguished themselves by demonstrating sterling leadership qualities in the world of work. This is indeed laudable and nothing short of inspirational. I, therefore, use this opportunity to congratulate every one of us. However, I would like to encourage those of us who were not able to close

out on some of the tasks or goals put before us due to circumstances beyond our control in meeting or exceeding expectations. This is not a time to be discouraged, but to take on the learnings from the “feedback”, make the necessary adjustments and go again, this time to WIN! In the words of Sir Winston Churchill: *“Success isn't final; failure isn't fatal: it is the courage to continue that count”.*

This year's theme – Making a Real Difference - is a timely message. I believe the subject seeks to query the way we currently do FM with a view to adopting workable and improved strategies that create maximum and sustained impact at a global scale. Though we start locally and adapt in our own peculiar context, it is absolutely imperative that we think globally and look for ways to first undertake robust lateral learnings and then export the Knowledge, Skills and Abilities (KSA) that have been developed owing to the various FM journeys that have been made. Literally, the FM success stories in Nigeria can be studied just like the Mentor-Apprenticeship model being perpetrated by the Igbos in their various lines of trade, which has now become part of a course curriculum in the prestigious Harvard Business School.

A case in point is the highly celebrated Max-Migold Limited. Founded 16 years ago, recognized as one of the best Facilities Management companies in Nigeria, offering world-class Facility Management services in the areas of professional advisory, consulting, training, and inspection with the latest technology available. The said company has trained and certified over 500 professionals, offering support to a vast majority of Facility Managers, multinational companies, and Nigerian businesses with a view to accomplish reduced expenses, achieve sustainability and improve their human resources. Truly a household name and a “production centre”, delivering significant return on investment by means of exceptional value creation from start to finish. The Giving Back Series culminating in the Master Craft Diploma program is nothing short of phenomenal. This is because of the high-quality capacity-building and mentoring programs that have resulted.

Another Gold Standard organization creating impact in the Facility Management world of work is the Alpha Mead Group, whose vision is: *“to be among the top 3 biggest and the best total real estates solution companies in the world”* with a mission statement: *“to engage the best people and equip them*

**This is not a time to be discouraged, but to take on the learnings from the “feedback”, make the necessary adjustments and go again, this time to WIN!**

with the best processes and systems to deliver the best place for our customers to live work and play”. Having a corporate presence in Nigeria, Kenya, Ghana, Rwanda, Cameroon, Botswana, South Africa, Ivory Coast, Tanzania, Morocco, Uganda, and Senegal, the Alpha Mead Group is poised to raise the perception bar of the Facilities Management profession to enviable heights leveraging on her strong corporate governance, robust know-how repository, innovative prowess and strategic & leadership qualities. The Group's recent bold penetration into the Healthcare industry first by seeking to bridge the gap between the management of medical procedures and the provision of the required medical equipment and systems to medical facilities in Africa is a testament to her strategic solutions-oriented philosophy towards solving one of Africa's most challenging needs. These trailblazers have redefined FM and paved the way for others to follow and further build upon using the compounding effect principle.

There is a pop culture saying that goes thus: *“You cannot give what you don't have”.* **I, therefore, believe strongly that for you and I to make a real difference in our individual and collective ecosystems, there has to be an obsession towards meeting and exceeding customer expectations.** This is critical in staying relevant, innovative and at the cutting

edge of Value Creation. A publication by the World Economic Forum - *The Future of Jobs Report (2020)*, suggests that there is an ongoing jobs/career metamorphosis. It is clear from the said report that there are constant career transitions and possible extinctions owing to the dynamic world we live in and the everchanging customer behaviour and preferences as a result. The advent of COVID-19 further facilitated this challenging reality.

*“After years of growing income inequality, concerns about technology-driven displacement of jobs, and rising societal discord globally, the combined health and economic shocks of 2020 have put economies into freefall, disrupted labour markets and fully revealed the inadequacies of our social contracts. Millions of individuals globally have lost their livelihoods, and millions more are at risk from the global recession, structural change to the economy and further automation. Additionally, the pandemic and the subsequent recession have impacted most of those communities which were already at a disadvantage. We find ourselves at a defining moment: the decisions and choices we make today will determine the course of entire generations' lives and livelihoods. We have the tools at our disposal. The bounty of technological innovation which defines our current era can be leveraged to unleash human potential. We have the means to reskill and*

*upskill individuals in unprecedented numbers, to deploy precision safety nets which protect displaced workers from destitution, and to create bespoke maps which orient displaced workers towards the jobs of tomorrow where they will be able to thrive. However, the efforts to support those affected by the current crisis lag behind the speed of disruption. It is now urgent to enact a Global Reset towards a socio-economic system that is more fair, sustainable, and equitable, one where social mobility is reinvigorated, social cohesion restored, and economic prosperity is compatible with a healthy planet. If this opportunity is missed, we will face lost generations of adults and youth who will be raised into growing inequality, discord, and lost potential. The Future of Jobs Report provides the timely insights needed to orient labour markets and workers towards opportunity today and in the future of work. Now in its third edition, the report maps the jobs and skills of the future, tracking the pace of change and direction of travel. This year we find that while technology-driven job creation is still expected to outpace job destruction over the next five years, the economic contraction is reducing the rate of growth in the jobs of tomorrow. There is a renewed urgency to take proactive measures to ease the transition of workers into more sustainable job opportunities. There is room for measured optimism in the data, but supporting workers will require global, regional and national public-private collaboration at an unprecedented scale and speed”.* (The Future of Jobs Report 2020 by the World Economic Forum)

The surge of Artificial Intelligence, Machine Learning, Internet of Things, just to mention a few, for example, have completely changed the global problem-solving narrative and redesigned the socio-economic landscape of the world forever. ChatGPT, a product of Artificial Intelligence, appears to be the new poster child of intelligence at its peak. I am very optimistic that more breakthrough projects are underway due to the compounding effect of information technology and other leveraging

systems that have now become commonplace in the Digital Economy we now live in. While FM interacts within the people, process, place and technology framework, I strongly believe that the people element will remain the cornerstone and major player in the success of the FM profession, notwithstanding these imminent career shifts, and this is for obvious reasons. Technology, too, will be a big player; however, the real deal will remain with people who have developed the requisite skills and agility to match the competing demands of today's world – there is no other way! Real assets are people who have honed high on-demand skills and have become consistently fit for purpose in a fast-paced, changing world. In these times, we must first and foremost think differently, raise the bar in our profession and differentiate our career as one that is indispensable for business results.

Here are some projections by the same publication that may interest you. Can you identify some FM elements on both divide??

"As changes to work accelerate, employers are bearing witness to a fundamental shift away from the linear transitions made by workers in previous points of history from school, into specialized training, into work and then along a progressive career ladder, defined by increasing responsibility within an established occupation structure. In today's labour market, workers pivot between professions with significantly different skill sets and navigate mid-career job transitions accompanied by substantial reskilling and upskilling. Those pivots are as important to the success of firms as they are to the prosperity of workers. Without such pivot skills, shortages will remain endemic, and a scarcity of adequately skilled individuals to fill the jobs of tomorrow will lead to a persistent productivity lag. The route to unlocking the value of human potential in tandem with profitability is to employ a 'good jobs strategy', halting the erosion of wages, making work meaningful and purposeful, expanding employees' sense of growth and achievement, promoting and

developing talent on the basis of merit and proactively designing against racial, gender or other biases. Fundamental to this strategy are two inter-connected, ambitious priorities which, between them, have the power to pave the way to a better, more productive and more rewarding future of work: 1) increasing company oversight of strategic people metrics; 2) effective job transitions from declining to emerging roles through well-funded reskilling and upskilling mechanisms. There is an emerging consensus among companies that long-term value is most effectively created by serving the interests of all stakeholders. Companies that hold themselves accountable will be both more viable and valuable in the long term. To do so, companies need a series of new metrics which can, at the Board and C-suite level, make visible the impact companies have on key desirable outcomes to governance, planet, people and prosperity". (The Future of Jobs Report 2020 by the World Economic Forum).

Top 20 job roles in increasing and decreasing demand across industries		
	Increasing demand	Decreasing demand
1	Data Analysts and Scientists	Data Entry Clerks
2	AI and Machine Learning Specialists	Administrative and Executive Secretaries
3	Big Data Specialists	Accounting, Bookkeeping and Payroll Clerks
	Digital Marketing and Strategy Specialists	Accountants and Auditors
5	Process Automation Specialists	Assembly and Factory Workers
6	Business Development Professionals	Business Services and Administration Managers
7	Digital Transformation Specialists	Client Information and Customer Service Workers
8	Information Security Analysts	General and Operations Managers
9	Software and Applications Developers	Mechanics and Machinery Repairers
10	Internet of Things Specialists	Material-Recording and Stock Keeping Clerks
11	Project Managers	Financial Analysts
12	Business Services and Administration Managers	Postal Service Clerks
13	Database and Network Professionals	Sales Rep., Wholesale and Manuf., Tech. and Sci.Products
14	Robotics Engineers	Relationship Managers
15	Strategic Advisors	Bank Tellers and Related Clerks
16	Management and Organization Analysts	Door-To-Door Sales, News and Street Vendors
17	FinTech Engineers	Electronics and Telecoms Installers and Repairers
18	Mechanics and Machinery Repairers	Human Resources Specialists
19	Organizational Development Specialists	Training and Development Specialists
20	Risk Management Specialists	Construction Laborers

Source: Future of Jobs Survey 2020, World Economic Forum.

Top 15 skills for 2025
Analytical thinking and innovation
Active learning and learning strategies
Complex problem-solving
Critical thinking and analysis
Creativity, originality and initiative
Leadership and social influence
Technology use, monitoring and control
Technology design and programming
Resilience, stress tolerance and flexibility
Reasoning, problem-solving and ideation
Emotional intelligence
Troubleshooting and user experience
Service orientation
Systems analysis and evaluation
Persuasion and negotiation

Source: Future of Jobs Survey 2020, World Economic Forum.

Investment into employee reskilling and upskilling -Perceived time period to receive return on investment		
Within 1 month 2.30%	Within 3–6 months 24%	More than 1 year 17.60%
Within 1–3 months 10.80%	Within 6–12 months 28.70%	Difficult to assess 16.60%

Source: Future of Jobs Survey 2020, World Economic Forum.



Source: Home of Performance

Now the question is: what real difference can we create as Facility Managers in today's world??

I will gladly defer to a major criterion that was stated in the fourth paragraph of this article – *MyCustomer*. Simply put, *MyCustomer* is any and everyone who is **impacted** by my service (or disservice) and whom I am **obligated** to in ensuring that they always have a **positive experience** at the workplace while **meeting and/or exceeding their individual or collective expectations**. (I have put in bold italicized words and phrases for emphasis and deep thinking!).

Research shows that when a customer is disgruntled about a service or a product, he/she informs 8 to 10 people of his / her experience and vice-versa. Imagine a situation where a "passive" customer is converted to a raving fan, and if the same happens to be an influential person in society, then you're certain of a cascade of events leading to unimaginable opportunities and ultimately a heightened brand reputation of the FM profession. This possibility cannot be overemphasized in today's world of work and must be taken seriously irrespective of the perceived calibre of the customer in question. The point I am making here is that we need to adopt Pareto's 80/20 rule more deliberately by prioritizing *MyCustomer* in the FM value chain – this is our 20% focus that will

guarantee 80% of our success stories. The people element in this context, however, rests on two legs – *MyCustomer* and the FM Team. The former is always to be kept happy by delivering exceptional value consistently, while the latter is to understand the overall vision, constantly remain motivated, and continuously improve via learning, re-learning, and unlearning.

The following are suggestions I consider to be catalytic towards fully tapping into the people resource that is so pivotal towards making a real difference and subsequently redefining our brand and operating models as we remain future-fit in today's interconnected economy:

**1. Know Your Customer:** This starts with Voice of Customer (VOC), where responses and pain points are elicited from the same with a view to addressing them in the most effective and efficient manner. Nothing breeds customer loyalty like this! The caveat here is that customer expectations must be managed within the ambit of established Regulatory Protocols. Compliance with this establishes your minimum product or service. No customer expectation/requirement, however, mundane, juvenile or even outlandish, must be below relevant constituted regulations.

**2. Master Interpersonal Skills:** This is also known as People Skills, Employability Skills, Soft Skills or Power Skills because they are needed for use every day when we communicate and interact with other people both individually and in groups. I have seen Facility Managers who are known to be "good at their job" but fail woefully in honing this indispensable skill. Examples of this skill include verbal and nonverbal communication, conflict resolution, teamwork, empathy, listening, positive attitude, emotional intelligence, negotiation, leadership, and persuasion, just to mention a few. A person who has mastered this skill will never be threatened by career extinction owing to the rise of Artificial Intelligence, Robotics etc.

Let us take the Power of Persuasion for example. The ancient Greek Philosopher, Aristotle, suggested that any spoken or written communication intended to persuade must contain three rhetorical elements: *ethos* – the character, credibility, and trustworthiness of the communicator; *pathos* – the emotional dimension which commonly comes from a relationship and *logos* – the logic and reasoning of the message. These tripartite essentials have proven to be extremely successful

and are currently being taught today in many Management and Leadership institutions. Therefore, you will agree with me that for FM in Nigeria to be heard, seen and supported more deliberately by a much larger audience in an unprecedented way, the aforementioned, which rings true, must be explored at all costs in our constant campaigns, advocacies and training regimens.

innovative and solution-minded by suggesting value-adding initiatives (often on a pro bono basis) towards solving customer challenges. This must not be solely tied to FM-related solutions alone, but on subject matters that may appear affiliated to FM – this may soon become the unspoken rule that requires the extra mile effort to keep and grow the clientele. This is one of the principles behind

resourcefulness that guarantees customer loyalty. We must therefore embrace mind shifts in this light going forward!

#### 4. Leverage Purposeful

**Collaborations:** It is common knowledge to state that the world has moved from a *Traditional Economy* where it was once stable, dictated by tangible assets alone, operated by the flow of commodities with a pipeline model that was strictly hierarchical and powered by labour and capital to a *Digital Economy* which is known for its rapidly changing nature, dictated by both tangible and intangible assets, operating by the flow of information with a platform model that is strictly internetworked, powered by technology and innovation. This paradigm shift calls for purposeful collaborations among professions



Source: Quality Gurus Inc.

#### 3. Prioritize Customer Experience

**(CEX):** Among the trio of Service Level Agreements (SLA), Key Performance Indicators (KPI) and Customer Satisfaction Index (CSI), ensure that top priority is placed on CSI in the performance measurement framework. Adopt a continuous improvement philosophy that is engineered towards constantly moving customers from “detractors” to “passives” and then to “promoters” through the Net Promoter Score (NPS) indicator. Always touch base with customers, identify pain points and constantly commit towards resolving the same. In addition, always think long-term by beginning with the end in mind. Indices such as Customer Retention / Loyalty, Churn, NPS should take frontline-and-center in your strategy. Maya Angelou once said: “I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel”. I think, as FMs, we are most privileged to create the future of positive human interaction by being in the driver’s seat. I strongly also believe that FMs must constantly be



Source: Reve Chat



Source: MIT Sloan Management Review

Continued on page 10



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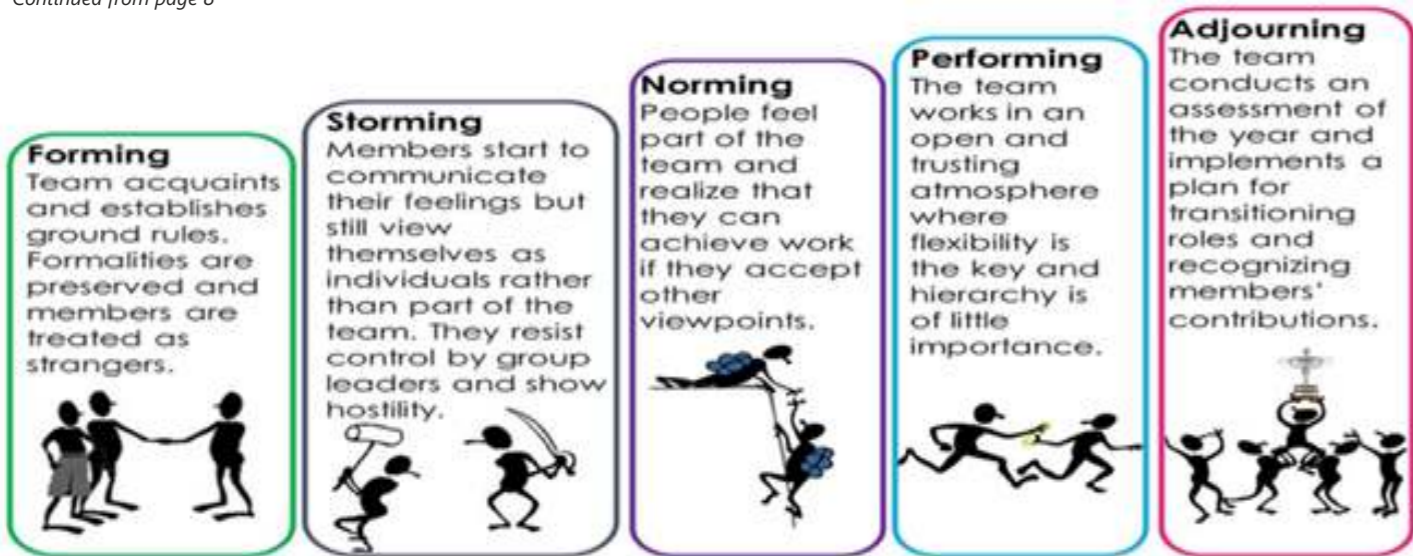
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whose roles and responsibilities have been well delineated and are in pursuit of a common cause. This speaks to the cliché: "The whole is greater than the sum of its parts". Collaboration is always king over competition and more than ever; there is an urgent need to forge meaningful partnerships with fellow professionals in the built environment and exercise more inclusively, the various bodies of knowledge that will guarantee a multilateral WIN-WIN-WIN (people, profit and planet) for all and sundry.

**5. Build the Team:** You are as strong and, at the same time, as vulnerable as the weakest link in your team. The price of constant learning, re-learning and unlearning pays off by the quality of work, skills and resourcefulness that you bring to the table. Jim Rohn once said: "Education will earn you a living, but self-development will earn you a fortune". Bruce Tuckman's popular team development model explains that as the team develops maturity and ability, relationships establish, and leadership styles change to more collaborative or shared leadership.

## The price of constant learning, re-learning and unlearning pays off by the quality of work, skills and resourcefulness that you bring to the table.

In closing, I will take a cue from the person currently acclaimed to be a mastermind in the media industry: "Upskilling entails learning new skills, but it also involves cultural shift and change management. To be competitive in the digital age, individuals and corporations require a learning-for-life mindset, collaboration – with humans and machines, and the willingness to embrace new ways of doing things." *Forbes* (September 2019). As FMs, we are in the best time in history to overcome the challenges and make a real difference using resources at our disposal in today's world. A major factor remains a positive mindset and the will to be adaptable and change-tolerant in

our different circles of influence. Starting with baby steps and a focus on the customer, the narrative can change significantly through the power of a digital economy that has capabilities to scale up opportunities and rewards those whose life's philosophy is the delivery of value in a consistent and sustainable manner.

**Tosin Adejonwo CfM, PMP, LSSBB, ITIL** is the MD / CEO  
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# THE IMPACT OF FACILITY MANAGEMENT IN CONSTRUCTION AND PROPERTY DEVELOPMENT



Mr Femi Odunlami is the General Manager / Chief Executive Officer of Brics Property and Infrastructure Development Limited, a real estate subsidiary of the multiple-discipline Pan-African Capital Holdings Limited. For over two decades, he has been in real estate practice covering property development, project management, brokerage and, of course, facility management.

He had a chat with the TFM crew. Please find an excerpt below:

**TFM: How do you think Facility Management is making a difference in the construction and property development?**

FO: As a matter of fact, property development is only complete with sparing a thought for the effective management and the preservation of the property through facility Management. Facility Managers such as Brics are now involved right from the conceptualization stages of property development, whereby advice on the choices of materials to use in construction, positioning of structures, space distribution and management, options of services to offer, service charge determination and others. As a policy, Brics endeavours to provide Facility Management services in every project we are involved in.

**TFM: How has your company integrated sustainable practices to reduce the impact of prospective occupants on the environment?**

FO: This has been done in a variety of ways. All of the locations we manage are supplied with public power for at least 20 hours daily. This aims at reducing the use of alternative power sources to the barest minimum, thereby significantly reducing pollution. It also puts the consumption of power firmly in the hands of the occupants as the apartments are fitted with meters that help them to control it.

**TFM: In what ways has your company embraced technology to make a difference in the construction and management of your properties?**

FO: As stated earlier, digitization of energy consumption has made metering and apportioning charges equitable, thereby eliminating disagreements and complaints from the occupants. Also, almost all our processes are online, from service requests to payments, service approvals, meetings with occupants, and payment of bills. We are gradually moving towards virtual inspections with new software for intending buyers and renters in faraway places.

**TFM: How has your company integrated social responsibility into your property development to positively impact the host communities?**

FO: As a group, PanAfrican Capital Holdings, of which Brics is a subsidiary, has a very active social responsibility arm called PAC Foundation. All the subsidiaries in the group are participants in PAC Foundation. Early this year, it raised awareness of

**“If property development can only be done by cutting safety and cost corners, such practitioners may switch to other less capital-intensive ventures.”**

Breast Cancer Awareness Month by sponsoring 50 carefully selected women to undergo free breast scans. Also, it cleaned up the Mesewo Community in the Mushin area of Lagos late last year while providing food items for 100 households.

**TFM: There have been records of building collapse in recent times. What do you think the project managers need to get right?**

FO: Project Managers are doing a very good job in line with their mandates. However, there are times when project owners who need to be more familiar with the real estate industry overrule the Project Managers when safety advice is given. The result is what you have mentioned.”

**TFM: Is there any justification for Project Managers or developers to use substandard materials for construction?**

FO: If property development can only be done by cutting safety and cost corners, such practitioners may switch to other less capital-intensive ventures.

**TFM: How do you collaborate with other stakeholders in the sector to ensure houses are affordable for all levels of income earners?**

FO: Let us be honest. Housing can only be affordable for some levels of income earners, given certain bands of income that leave nothing beyond subsistence. Project costs, including land and regulatory fees, have taken housing out of the reach of the majority. One of the approaches to dealing with this is collaboration in the form of Joint Venture developments, in which case costs, and risks are spread and the cash flow is healthier. This is against purchasing land in advance and then developing it. For one of our proposed projects in Ikoyi, a new technology which significantly

reduces the construction period and by extension, reduces the cost of borrowed funds is to be deployed. This is expected to lower project costs and as a result, product prices.

**TFM: How can Facility Managers add more value to the property development and construction industry?**

FO: Facility Managers and Facility Management should be regulated and strictly monitored, without which abuse sets in. IFMA is a veritable platform that practitioners should be a part of such that government policies concerning construction could be positively influenced at all levels. That is just one of the ways.

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# Making the real difference in Solid Waste Management.

By Oluwafemi Ogunleye, FMP, MIWFM

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The collection, transport, treatment, and disposal of solid wastes, particularly wastes generated in medium and large urban centres, have become a relatively complex problem to solve for those responsible for their management.

We can simply define waste management as the collection, source separation, storage, transport, recovery, and disposal of waste, together with monitoring and regulation of waste.

### Sources of Solid Waste

Many sources of solid waste can be classified as below:

1. Residential (domestic or household).
2. Commercial.
3. Institutional.
4. Construction Demolition.
5. Treatment plant sites.
6. Solid Industrial Waste.

7. Solid Agricultural Waste.
8. Environmental Waste.

### Functional Elements of Solid Waste Management

**Waste generation** – The identified and collected materials are thrown away or gathered for disposal.

**On-site handling, storage, and processing** – The activities associated with the handling, storage, and processing of solid wastes at or near the point of generation.

**Collection** – The collection and disposal of solid waste from various locations.

**Transfer and transport** – The transfer of wastes from the smaller collection vehicle to the larger transport equipment to the disposal site.

**Processing and recovery** – Those techniques, equipment, and facilities are used to improve the other functional elements, efficiency and recover of usable materials, conversion products, or energy from solid wastes.

**Disposal** – The dumping of waste in a specific place for segregation.

### Recycling or Reuse of Waste

The non-biodegradable wastes can, however, be recycled or reused.

Recycling means conserving resources in used items by converting them into new products. For example, old newspapers can be recycled to produce new cans.

Reuse means the conservation of the resources in used items by using them repeatedly. For example, glass bottles can be collected, washed, and refilled again.

### Common Solid Waste Disposal Methods

In rural communities, the following common useful simple and practical methods of solid waste intermediate treatments/reuse and disposal methods include:

**1. Composting:** Composting waste reduction is used in urban and rural areas to minimize waste. Its organic



“Disposal is affected in many ways. A method that satisfies this is known as controlled tipping. It is a way of isolating any waste without bothering to sort or separate it.”

components break down into simpler forms and become natural manure for the plants.

**2. Controlled Tipping/Burying:** Solid recycled or used wastes should be disposed of. Disposal is affected in many ways. A method that satisfies this is known as controlled tipping. It is a way of isolating any waste without bothering to sort or separate it.

A few methods of how isolation is done are as follows:

(a) Firstly, the disposal site should be identified, and waste collection near water sources, roads and paths, etc., should be collected from the site.

(b) Pile the dugout earth near the pit for future use.

(c) Dump the collected solid waste or garbage daily in the pit.

(d) Close the soil on the deposited waste in the pit daily and allow it to decompose. The plants can be planted on it after the filling of the pits.

**3. Ploughing in the Fields:** Ploughing of lands helps segregate the biodegradable organic waste. Waste helps the recovery and reusing of waste for soil conditioning.

**4. Incineration:** Incineration is a high-temperature dry oxidation process that reduces organic and combustible waste to inorganic, incombustible

matter and results in a very significant reduction of waste volume and weight.

#### 5. Sanitary Landfills:

A method of disposal of refuse on land without creating nuisances or hazards to public health or safety. The characteristics of the sanitary landfill that distinguish it from an open dump:

a. The waste is placed in a suitably selected and prepared landfill site in a carefully prescribed manner.

b. The waste materials are spread out and compacted with appropriate heavy machinery.

c. The waste is covered each day with a layer of compacted soil.

#### Risks Associated with Poor Solid Waste Management

ü Open solid waste dumps led to the breeding ground for disease carriers like flies, pigs, mosquitoes, etc.

ü Unattended wastes often end up in drains, causing blockages which result in flooding and unsanitary conditions.

ü The burning of solid wastes causes air pollution.

As Facilities Management Professionals, we must do more to ensure that businesses are streamlining rubbish disposal to reduce overhead and increase

profitability. The starting point of solid waste management is to prevent, minimize or recycle waste in our various facilities.

In our various facilities, let's emphasize the 7Rs of waste management to the occupants.

Rethink, Refuse, Reduce, Repurpose, Reuse, Recycle and Rot! All these 7 concepts are focused on minimizing waste and taking steps towards sustainability. Work your way through all of them, and you will be well on your way to saving the environment and living a zero-waste life, thereby making a real difference.

#### Rethink

Whenever you shop to buy new clothes or gadgets, think, do you really need them? Consider going for a second-hand product. This way, you will save resources and things from the trash pile.

Instead of buying things from a famous international brand, buy local products. This way, you will help shorten the supply chain, which decreases transportation energy and use of packaging, and also support small entrepreneurs.

#### Refuse

Refuse is the second element of 7Rs of the hierarchy. It can effectively minimize waste. Refusing waste can

take some practice, refusing to buy wasteful and non-recyclable products. Making smarter purchasing decisions and setting some standards will make it easier to refuse waste in the first place.

#### Reduce

Try to reduce the use of harmful, wasteful, and non-recyclable products. Reducing dependency on these kinds of products leads to less waste material ending up in a landfill. Always use the minimum amount required to avoid unnecessary waste.

Reducing the amount of a consumable you use will, in turn, reduce the amount of packaging you are throwing away. Not all packaging is recyclable, so you need to think smartly.

#### Repurpose

Finding another use for an item is one way of not needing to dispose of that item and have it end up in a landfill. Some products cannot be refused, reduced, or reused; you can try repurposing them. It needs some

creativity, but the possibilities are endless. You can use old newspapers and other papers for arts and crafts, glass jars for holding food or planting new seeds, and coffee mugs for holding pens.

#### Reuse

In today's market, single-use plastics have introduced a throw-away culture; it has normalized the consumer behaviour of using materials once and then throwing them away. Today, the number of plastics we consume is unimaginable. Also, the plastic crisis has become one of the significant environmental challenges. Instead of buying any items, reuse things that you already have.

You can start by replacing all single-use eating utensils, water bottles, Styrofoam cups, and paper plates with compostable or reusable alternatives.

#### Recycle

Even if you dispose of your waste correctly, you never know where it will end up, so recycle where you can, even before generating the waste.

Recycling uses less water, fossil fuel,

and resource extraction than making a new plastic product. Keep in mind that plastic can only be down-cycled.

#### Rot

Take advantage of the natural decomposition process of nature to manage organic resources like food, tree limbs, scraps, etc. When such materials decompose in a controlled environment, they convert into compost, a quality soil amendment that can improve gardens and soil quality. Compost is called black gold as it helps plants retain moisture and gives them beneficial nutrients. Follow these 7 in your daily life and see how many actions you take towards a more sustainable life helping the planet.

**Oluwafemi Ogunleye, FMP, MIWFM**

Head of Workplace and Facility Management, Laurmann and Company Ltd.

# Photo Session

Annual General meeting and handing over



# Photo Session

During IFMA Nigeria February 2023 general meeting on Valentines day



During Leadway assurance training



Facility tour to Brics property





## Scope of Engagements

- Soft Service
- Technical Services
- Landscape & Horticulture
- Water Management Services
- Waste Management
- STP / WTP Management
- Swimming Pool maintenance
- Health Safety & Environment
- Gymnasium
- Security Services & CCTV maintenance
- AMC & Preventive maintenance
- Vector Control



## Facilities Portfolio Overview

- Front Office Executive – Helpdesk
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- Co-ordination & Supervision

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# The Role of Artificial Intelligence in Optimizing FM Operations

by Engr Tola F Olabanjo

www.media.licdn.com

Facilities management (FM) is critical to any organisation's operations. It involves managing a wide range of physical assets, from buildings and equipment to the people who use them. Effective FM can ensure that an organisation's facilities are safe, efficient, and cost-effective. However, managing FM operations can be a complex and challenging task. This is where artificial intelligence (AI) comes in. AI can play a significant role in optimising FM operations, making them more efficient and effective. In this article, we will explore the role of AI in FM operations, focusing on its potential impact in Nigeria.

One of the primary benefits of AI in FM operations is the ability to automate many routine tasks. For example, AI can be used to monitor and control the temperature, lighting, and other environmental factors in a building. It can also be used to monitor equipment and detect potential problems before they become serious. This can reduce maintenance costs and downtime and improve the overall efficiency of FM operations.

In Nigeria, where energy costs are high, and power outages are frequent, AI-powered building automation systems can be particularly valuable. These systems can help optimise energy consumption, reducing energy costs while ensuring that buildings are

comfortable and safe for occupants. They can also provide real-time data on energy consumption, allowing FM managers to identify areas where energy efficiency can be improved.

Another area where AI can have a significant impact on FM operations is predictive maintenance. Rather than waiting for equipment to break down, AI can be used to monitor equipment and detect potential problems before they occur. This can help reduce maintenance costs, minimise downtime, and improve the equipment's overall reliability. Predictive maintenance can be particularly valuable in Nigeria, where many organisations struggle with limited budgets and resources.

AI can also be used to improve the overall safety and security of facilities. For example, AI-powered security systems can be used to monitor access points and detect potential security breaches. This can help to prevent theft, vandalism, and other security incidents. In addition, AI can be used to monitor environmental factors such as air quality, detecting potential hazards such as gas leaks or fires before they become serious threats.

In Nigeria, where security is a significant concern for many organisations, AI-powered security systems can be particularly valuable.

These systems can help to ensure that facilities are secure and safe for occupants, reducing the risk of security incidents.

Another area where AI can be used to optimise FM operations is space utilisation. Many organisations need more utilised or overcrowded spaces, which can significantly waste resources. AI can be used to analyse occupancy patterns, identify areas where space is being underutilised and suggest ways to optimise the use of available space. This can reduce costs and improve the overall efficiency of facilities.

In Nigeria, where space is often at a premium, optimizing space utilization can be particularly valuable. AI-powered space utilization analysis can help organisations to make the most of their available space, improving efficiency and reducing costs.

Finally, AI can be used to improve the overall customer experience in FM operations. For example, AI-powered chatbots can be used to provide quick and efficient responses to customer inquiries, reducing the need for human interaction. This can help to improve customer satisfaction and reduce the workload on FM staff.

In Nigeria, where customer service is increasingly important in a competitive market, AI-powered chatbots can be particularly valuable. These systems can

help organisations to provide quick and efficient customer service, improving customer satisfaction and loyalty.

### Why Some FM Companies In Nigeria Are Still Hesitant To Adopt Artificial Intelligence

1. **Lack of Awareness:** Some FM companies may not be fully aware of the potential benefits that AI can bring to their operations. They may not have the expertise or knowledge to implement AI solutions.
2. **High Costs:** AI implementation can be expensive, especially for small or medium-sized FM companies that may not have the resources to invest in such technology.
3. **Limited Data Availability:** AI relies heavily on data to make informed decisions. However, many FM companies may need more data available to train AI algorithms effectively.
4. **Resistance to Change:** Some FM companies may resist change and prefer to stick with traditional methods of managing their operations.
5. **Complexity:** AI implementation can be complex, requiring specialised skills and knowledge. FM companies may need the expertise to implement and manage AI solutions effectively.

Despite these challenges, the benefits of AI in FM are evident, including improved operational efficiency, cost savings, and better decision-making. As the technology becomes more accessible and affordable, we can expect more FM companies to use AI to optimise their operations.

### Recommendations

If FM companies in Nigeria want to take advantage of AI to optimise their operations, here are some recommendations they could consider:

- **Increase awareness:** FM companies should educate their

## Some FM companies may not be fully aware of the potential benefits that AI can bring to their operations.

employees about AI and its potential applications in FM. They can do this through training, attending seminars or conferences, and collaborating with AI experts.

- **Develop technical expertise:** FM companies can build their in-house technical expertise by hiring AI experts or partnering with companies specialising in AI solutions.
- **Leverage existing data:** FM companies can start by leveraging existing data they have and using it to develop predictive models. They can also explore data-sharing partnerships with other organisations in their industry.
- **Start small:** FM companies can start small by piloting AI solutions in a specific area of their operations to test their effectiveness and ROI before scaling up.
- **Collaborate with regulatory bodies:** FM companies should collaborate to ensure they comply with data privacy laws and other AI-related regulations.
- **Foster a culture of innovation:** Finally, FM companies can foster innovation within their organisations by encouraging experimentation and risk-taking and incentivising employees to develop and implement new ideas.

Several studies and reports provide insights into the use of AI in FM. Here are some examples:

- According to a report by Markets and Markets, the global AI in the FM market size is projected to grow from \$658 million in 2020 to \$4,687 million by 2026, at a CAGR of 38.1% during the forecast period. The report highlights the increasing demand for optimising operations and reducing costs as

crucial drivers for AI adoption in FM.

- A study by Deloitte found that 81% of FM executives surveyed believe that AI and automation will play a significant role in the future of FM. The study also found that the most common applications of AI in FM are predictive maintenance, energy management, and space management.
- A case study by Siemens describes how they implemented an AI-based energy management system for a university in Germany. The system analysed energy consumption patterns and identified opportunities to optimise energy use, resulting in a 10% reduction in energy consumption and a 15% reduction in costs.
- Another case study by Johnson Controls describes how they implemented an AI-based predictive maintenance system for a commercial building in the US. The system predicted equipment failures before they occurred, enabling proactive maintenance and reducing downtime by 20%.

These examples demonstrate the potential benefits of AI in FM and how it can be applied to optimise operations, reduce costs, and improve efficiency.

In conclusion, AI has the potential to revolutionise FM operations, making them more efficient, effective, and customer-focused; the key is to approach AI implementation strategically and with a clear understanding of its potential benefits and risks. By taking a proactive approach, FM companies in Nigeria can position themselves for success in the digital age.

**Engr. Tola Olabanjo**  
FM at Total Facilities Mgt. Ltd.



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## Interview

# FACILITY MANAGER ARE STRATEGIC PARTNER

- Alaba Fagun

Alaba Fagun has over 23 years of experience in the real estate sector, focusing on commercial, residential, institutional, and financial-based projects.

She is currently the Managing Director of Berger Paints Nigeria Plc, a leading paint manufacturing company in Nigeria.

Before joining Berger Paints, she worked with UPDC Facility Management Limited (UPDCFM), where she was appointed its founding Managing Director following the company's creation. Prior to this, she served as the Head of Facilities Management for UPDC Plc.

Her career began as an architect at Siji Dosekun Partnership and later, the Architects Co-Partnership Hertfordshire in the United Kingdom where she gained valuable field experience. She went on to work for other architectural and real estate companies in the UK before returning to Nigeria and joining Broll Property Services Ltd. Lagos as Senior Manager, Properties.

After Broll, she served as Head, Major Projects at Union Bank PLC, Lagos Nigeria, and later as their Head of Facilities Management. She is a member of the British Institute of Facility Management and has undertaken several executive training courses in facilities and financial management. She holds Bachelor of Environmental Science and Bachelor of Architecture (Distinction) degrees from the University of Lagos, Nigeria.

The Facility Manager Editorial team had a chat with her, please find below excerpt:

**TFM: Do you agree with the 2023 world FM day theme that Facility Management is making a real difference within and outside Nigeria?**

**AF:** The theme for the 2023 World FM Day, "Making a Real Difference," is a testament to facility management's impact in Nigeria and around the world. Facility management is indeed making a real difference by improving the efficiency and operations of buildings and infrastructure, ensuring

the safety, health, and comfort of occupants, and optimizing the use of resources while minimizing costs.

Facility managers are the unsung heroes behind the scenes who ensure that critical infrastructure, such as power plants, airports, hospitals, and office buildings, operate smoothly and efficiently. They play a critical role in maintaining well-maintained, secure, and comfortable buildings and facilities, enhancing occupants' well-being and productivity.

Moreover, facility management is increasingly important in tackling global challenges like climate change and resource scarcity. Facility managers are developing and implementing innovative solutions to reduce energy consumption, minimize waste, and promote sustainability, making a real difference in mitigating the impact of these challenges.

In conclusion, the 2023 World FM Day theme accurately reflects the significant contribution of facility

management in Nigeria and globally. Facility management makes a real difference by enhancing the built environment, ensuring the smooth operation of critical infrastructure, and promoting sustainability, essential for economic growth, social development, and human well-being.

**TFM: In what areas do you think FM has impacted positively in the Nigerian Economy**

**AF:** Here are a few ways in which facility management has impacted the Nigerian economy:

Facility management ensures that critical infrastructure such as power plants, airports, hospitals, and office buildings operate smoothly and efficiently, reducing downtime and improving service delivery. This results in cost savings for businesses and government agencies, which can be reinvested in other areas of the economy

Well-maintained and comfortable buildings and facilities enhance the well-being and productivity of occupants, which can translate to increased economic output. For instance, hospital facility management can improve patient outcomes, reduce the length of hospital stays, and enhance the overall quality of healthcare, which can benefit the Nigerian economy.

Facility management has created job opportunities for thousands of Nigerians in various sectors of the economy. Facility management companies employ skilled workers, such as electricians, plumbers, and HVAC technicians, who maintain and repair buildings and infrastructure. This has contributed to the reduction of unemployment rates in Nigeria.

Facility management has also promoted sustainability by implementing green initiatives such as reducing energy consumption and waste management. These initiatives reduce costs and promote sustainable development, which is becoming increasingly important in the global economy.

In summary, facility management has impacted the Nigerian economy by improving operational efficiency, enhancing productivity, creating job opportunities, and promoting sustainability. These factors contribute to the overall economic development and well-being of Nigeria.

**TFM: What do you think the FM still need to do to improve the awareness of the profession in Nigeria and Africa?**

**AF:** Increasing awareness of the facility management profession in Nigeria and Africa can be achieved through educational programs, industry events, internship opportunities, promoting the value of facility management, and establishing certification programs. These strategies can help to attract and retain talented individuals in the profession and promote the importance of facility management in the built environment.

**TFM: There is a popular believe that Nigeria lacks maintenance culture, do you also agree with this school of thought and what do you think FMs can do differently to change this narrative.**

**AF:** Nigeria has been known to have a significant maintenance culture deficit. Many Nigerians neglect routine maintenance of buildings, infrastructure, and equipment, leading to premature failure and increased costs in the long run.

There are several reasons why Nigeria may lack a maintenance culture, including:

Many Nigerians may not know the importance of routine maintenance and the consequences of neglecting it.

Where maintenance is carried out, it is often done poorly or inadequately, which can lead to more problems in the future.

Some Nigerians may not have the resources, including finances and expertise, to maintain properly.

Some Nigerians may view maintenance as an unnecessary expense or prioritize other aspects of their lives over maintenance.

There may be a lack of enforcement of maintenance regulations and standards by government agencies, leading to maintenance neglect by building owners and operators.

Nigeria needs to develop a maintenance culture to ensure the efficient operation and longevity of buildings, infrastructure, and equipment. This can be achieved through public education campaigns, providing financial incentives for maintenance, and enforcing maintenance regulations and standards. Additionally, facility management professionals can be critical in promoting maintenance culture by educating building owners and operators on the benefits of routine maintenance and implementing effective maintenance practices.

**TFM: Where do you see in the FM profession in Nigeria in the next 10years?**

**AF:** I see the facility management profession in Nigeria growing significantly in the next 10 years, driven

by increasing demand for services, adoption of technology, growing awareness of importance, professionalization of the industry, and sustainability initiatives.

**TFM: Considering the realities of Nigerian economy, how can Facility Managers effectively support businesses without compromising on quality**

**AF:** Facility managers in Nigeria can effectively support businesses without compromising quality by implementing cost-saving measures and optimizing their operations. Here are some strategies that facility managers can employ to achieve this:

Preventive maintenance can help to identify and address potential problems before they become more significant, preventing costly repairs and downtime.

Implementing energy-efficient practices and technologies, such as LED lighting, can help to reduce energy consumption and costs.

Outsourcing certain facility management functions, such as cleaning and landscaping, to third-party providers can be cost-effective.

Effective asset management practices can help extend the equipment's life and reduce maintenance costs.

Adopting sustainable practices, such as using eco-friendly materials and reducing waste, can help to lower costs and demonstrate social responsibility.

Implementing technology solutions, such as computerized maintenance management systems (CMMS), can help to streamline facility

# Effective asset management practices can help extend the equipment's life and reduce maintenance costs.

management operations and reduce costs.

Investing in staff training and development can help improve their skills and productivity, leading to better quality service delivery.

By implementing these strategies, facility managers can support businesses in Nigeria without compromising quality. It is important to note that the specific cost-saving measures employed will depend on the nature of the business and the facility management needs. Facility managers must work closely with their clients to develop customized solutions that meet their unique needs and budget constraints.

**TFM: FM is seen as the cost center in most organisations, what can Facility Managers do to become more of a strategic partner in our various organisations**

**AF:** To change the perception of facility management as a cost center and become strategic partners,

facility managers can take several actions, including:

Align facility management objectives with overall business goals: Facility managers should understand the business goals and objectives of the organization and align their facility management objectives accordingly. This demonstrates the value of facility management in achieving overall business success.

Facility managers should develop KPIs and metrics that demonstrate the impact of facility management on business performance. These metrics can be used to showcase the value of facility management and make data-driven decisions.

Facility managers should communicate effectively with key stakeholders, including senior management, finance, and operations. This helps to ensure that facility management is integrated into overall business planning and decision-making processes.

Facility managers should constantly look for opportunities to improve processes and implement new technologies to improve efficiency and reduce costs. This demonstrates the proactive and forward-thinking approach of facility management.

Facility managers should develop strategic partnerships with service providers to deliver high-quality services and leverage their expertise. This helps to ensure that facility management is seen as a value-added service rather than a cost center.

Facility managers should constantly demonstrate the value of facility management in achieving overall business success. This helps to change the perception of facility management as a cost center to a strategic partner.

By taking these actions, facility managers would be demonstrating the value of their function in achieving overall business success.

**TFM: In what ways can FM contribute more to the Nigerian Economy**

**AF:** Increasing the contributions of facility management to the Nigerian economy requires government support, education and training, service quality improvement, innovation, strategic partnerships, local content promotion, and technology leverage.

**TFM: In what ways can your organisation collaborate more with IFMA Nigeria Lagos Chapter to achieve improved awareness of the profession in Nigeria?**

**AF:** Berger Paints Nigeria plc can collaborate with IFMA Nigerian Chapter in several ways to improve



Overall, collaboration between Berger Paints Nigeria plc and IFMA Nigerian Chapter can help increase awareness of Nigeria's facility management profession while promoting sustainable practices and driving economic growth.

awareness of the facility management profession in Nigeria, some of which include:

Berger Paints Nigeria plc can sponsor IFMA events, such as conferences, seminars, and workshops. This will provide the company with an opportunity to showcase its products and services to the facility management community while supporting the development of the profession in Nigeria.

Berger Paints Nigeria plc can provide training and education programs to facility management professionals through IFMA Nigerian Chapter. This will help to improve their knowledge and skills while creating a positive image for the company.

Berger Paints Nigeria plc can provide thought leadership on industry trends and best practices by contributing articles and insights to IFMA Nigerian Chapter's publications and events. This will help to position the company as a leader in the facility management industry in Nigeria.

Berger Paints Nigeria plc can collaborate with IFMA Nigerian Chapter to advocate for policies that promote the growth and development of the facility management profession in Nigeria. This can include engaging with policymakers and stakeholders to promote the importance of facility management in driving economic growth and sustainability.

Overall, collaboration between Berger Paints Nigeria plc and IFMA Nigerian Chapter can help increase awareness of Nigeria's facility management profession while promoting sustainable practices and driving economic growth.

**TFM: As the MD in Berger Paints, how has your organisation supported the growth and career development of Facility Managers within your team.**

**AF:** Berger Paints' first Facility Manager was assigned when I became Managing Director. I identified a team member that could carry out the role and gave her the responsibility of ensuring our facilities are fit for purpose. Aside from the regular coaching I provide, Berger Paints' HR department also sources relevant trainings that would develop the skillset of the facilities management team.





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NIGERIA CHAPTER OF  
**IFMA**<sup>TM</sup>  
International Facility Management Association

# ENCOURAGING WOMEN TO JOIN THE FM PROFESSION



Mrs Nwando Stella Chukwurah is a seasoned professional with a dedicated service of over 22 years in Facility Management and Sustainable practices. She is an alumnus of the University of Nigeria, Enugu campus, where she bagged a BSc. in Estate Management, a PGD in Project Management, and a Master's degree in Business Administration.

She is a Fellow of the Institute of Directors, Nigeria (FIoD), a chartered professional of the Royal Institution of Chartered Surveyors (MRICS), a certified member of the Institute of Workplace and Facilities Management (CIWFM), and a member of the Association of Facilities Management Practitioners of Nigeria (AFMPN). Currently, serve as the Deputy Chair of the IWFM Nigeria Region.

She is the MD/CEO of Total Facilities Management Limited, Nigeria's foremost and leading FM organization. She has a passion for women's advocacy, humanitarian, and

welfare work and continues to support the FM industry in Nigeria.

TFM had a chat with her, and below is the excerpt:

**TFM: Can you share with us what motivated your choice to the FM profession?**

NSC: Whilst working with the firm of Ora Egbunike & Associates as a Resident Property Manager, I attended the IFMA World Workplace 2004 in Salt Lake City, US, that was where I picked an interest in Facilities Management.

**TFM: Are women making enough positive impact in the FM profession?**

NSC: Over the years, there has been a significant rise in female participation in FM-related businesses and corporate organizations. This redefines outdated ideas of Females doing a man's job. Despite issues ranging from gender bias, gender parity in

decision-making, discrimination, and harassment, women have continued striving to access all male-dominated professions. Women have also taken up mentorship roles to ensure sustainable culture and representation of the female gender in various sectors of the built environment, governance, economy, and especially the Facilities Management Industry.

So yes! Women have made significant contributions and are taking giant strides in the FM profession. However, there is room for more engagement, inclusion, and improvement.

**TFM: How do you feel to be among the few women in this male-dominated profession?**

NSC: I feel privileged and obligated too. There are more to achieve, new grounds to break, and new insights to generate. I strongly believe in women's rights and inclusion in the workplace. I would use my knowledge

to influence women and continuously ensure adequate representation of women in the profession, not just within the FM practice/industry but in areas of governance and socio-economy.

**TFM: Being a Managing Director of Total Facilities Management Ltd, what has been your greatest challenge from the perspective of an FM service provider?**

NSC: Inadequate budgeting across the whole project lifecycle is the most common challenge. FM is usually an afterthought considered after the fact— non-inclusion of FMs at the decision-making level by business owners, Property Owners.

An increase in the inflation rate results in increased operational costs. Political instability has affected business decisions creating uncertainties in project contracts and awards.

Quality of talent has reduced drastically due to the JAPA syndrome. Experienced staff that have been trained have moved out and continue to move out of the country.

**TFM: Are there things you intend to do to see an increase in the number of female FM professionals in Nigeria?**

NSC: I believe charity begins at home, so in my work circle, I will continuously advocate for the education of the girl child at every level of engagement. Encourage the transformation of the workplace culture to improve Equity, Diversity, Inclusion, and gender equality.

Formulate and implement policies, initiatives, and practices that accommodate female gender inclusion in the workplace. Also, I will create equal employment and growth opportunities for Females in the FM profession. Mentor and encourage more women to occupy top

**Political instability has affected business decisions creating uncertainties in project contracts and awards.**

management positions and successfully climb the corporate ladder.

**TFM: Do you see a future for the FM profession in Nigeria and Africa at large?**

NSC: Definitely! The industry is still young in Nigeria, and there are significant room for growth. According to International Monetary Fund's recent World Economic Outlook, Nigeria is one of the fastest-growing economies. As a business enabler, FM has a significant role in supporting the growth in almost all sectors of the economy, like healthcare, Information Communications & Technology, energy, real estate, manufacturing, utilities, etc.

The scope of FM in these business operations includes facility maintenance, people management, health and safety, and streamlining processes and systems. All these bring value to the business by improving staff productivity and indirectly contributing to the overall output of the organization. Business and property owners will need FM services to achieve a competitive advantage.

The future of FM profession in Nigeria is bright as new trends in the natural and built environment, like sustainability, SMART buildings, technology, construction and

development, asset management, etc., have further demonstrated the need for FMs.

**TFM: What are the new FM trends to watch out for, and how can the FM practitioners position themselves for the new challenges ahead?**

NSC: Data-driven FM, IoT and tech-enabled FM, Digitized vendor management application, Building Information Modelling (BIM)

FM practitioners can position themselves to provide strategic advisory services by prioritizing skill and tech enhancements. This can be sourced from the various programs and courses on and off-line in the built environment. Knowledge sharing should also be encouraged. Nobody is an island of knowledge and experience.

**TFM: Should IFMA Nigeria Lagos chapter expect greater collaboration with your organization in the nearest future?**

NSC: Of Course, yes, the Chairman, TFML and the company are members of IFMA Nigeria. One of our Regional Managers, Mr Chinedu Nwachukwu is currently on the executive team of the IFMA Nigeria Chapter.

**TFM: What will be your advice to the younger and prospective female FM Professionals**

NSC: The younger female professionals should be resilient, diligent, committed, and honest. Also, self-development and business networking are fundamental. It is said that knowledge is power, young professionals- male or female- so need to upskill and learn new ways to offer value to business. They need to understand that climbing to the top and remaining there requires continuous effort, so continuous learning is key to a successful career for the female professional, especially in the built environment. Above all integrity is important, your 'Yes' has to be a 'Yes'.

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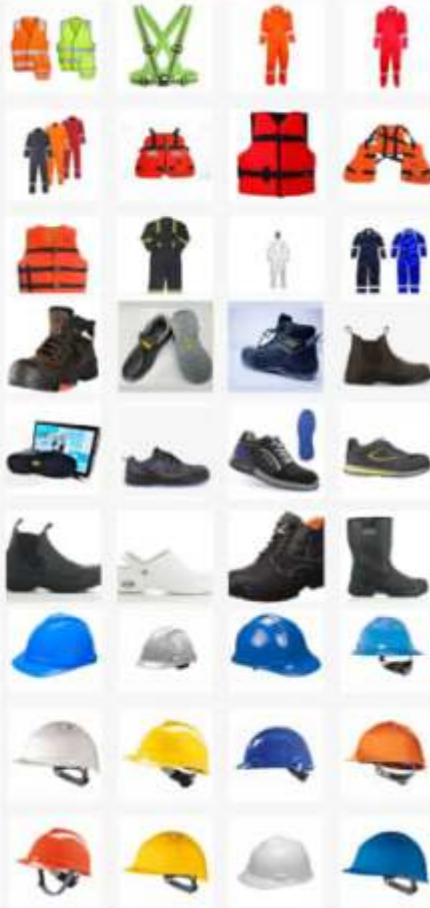
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ON A  
 LIGHTER  
 NOTE



"The plumber said he can't come right now, but promised to put us on his 'wading list'. Cute, huh?"

**FACILITY  
 MANAGER**  
 NOUN  
 [Facility Manager]  
 Synonym:  
 tough, magician

Person who recognizes problems that you neither knew existed nor were able to understand and solve in a way that exceeded any imagination



2023 TRAINING CALENDAR

IFMA INTERNATIONAL CREDENTIALS (PHYSICAL & VIRTUAL)				
DATE	COURSE	DURATION	(₦) FEE	VENUE
March 13th - 27th June 5th - 19th September 4th - 18th	<b>Facility Management Professional (FMP)</b> 1. Operations & Maintenance 2. Project Management 3. Finance & Business Essentials 4. Leadership & Strategy	11 Days (Virtual) 8 Days (physical)	\$1,600 with FMP Application fee \$2,200 with FMP Application fee	VIRTUAL IFMA Secretariat
January 24th - 27th June 21st - 24th	<b>Essentials of Facilities Management (EoFM)</b>	4 Days	\$750	VIRTUAL
February 2nd - 17th May 11th - 26th October 16th - 31th	<b>Certified Facility Manager (CFM)</b>	12 Days	\$1,300	VIRTUAL

IFMA NIGERIA CHAPTER COLLABORATION COURSES



IFMA NIGERIA - COLLABORATION COURSES:

DATE	COURSE	TARGET AUDIENCE	DURATION	FEES (₦)	VENUE
February 25th - 27th March 22nd - 24th May 24th - 26th July 26th - 28th September 27th - 29th November 22nd - 24th	<b>Effective Facility Management Operations and Maintenance</b>	Facility Managers, Assistant Facility Managers, Resident Facility Managers and Facility Supervisors.	3 Days	250,000	PHYSICAL/VIRTUAL IFMA Secretariat 369 Borno Way, Alagomeji, Yaba, Lagos.
February 23rd - 24th May 10th - 11th August 9th - 10th November 9th - 10th	<b>Technician Maintenance Management Training</b>	Technicians and FM support staffs	2 Days	120,000	PHYSICAL/VIRTUAL
March 16th - 17th May 18th - 19th July 13th - 14th September 21st - 22nd November 16th - 17th	<b>Strategic Facility Management</b>	Executives and Senior Managers of FM Companies, Government Parastatals, other private and public companies	2 Days	145,000	PHYSICAL/VIRTUAL
March 9th - 10th June 8th - 9th September 14th - 15th December 13th - 14th	<b>Asset Management in the Built Environment</b>	Administrators, Head of Admin, Facility and Project Managers	2 Days	135,000	PHYSICAL/VIRTUAL
March 14th - 16th June 14th - 16th September 13th - 15th	<b>The Principles of Sustainability in FM</b>	Senior Executives, Management, Middle Managers, Administrators	3 Days	300,000	IFMA Secretariat
April 25th July 25th November 2nd	<b>Hands on Training for Cleaning and Janitorial Staffs</b>	Cleaning, Janitorial staff and supervisors	1 Day	75,000	PHYSICAL/VIRTUAL
April 19th - 20th June 27th - 28th September 28th - 29th	<b>Fundamentals of Facility Management</b>	New FM Staff and Those Transitioning to FM	2 Days	125,000	PHYSICAL/VIRTUAL
August 16th - 17th	<b>Hostel Maintenance and House Keeping Operation</b>	Hall Managers, Hostel Wardens, Technical Supervisors, Quality Assurance Officers, Porters, Janitors, Security Personnel in Student Hostels, Private Hostel Personnel, Building Maintenance Contractors and Entrepreneurs who are interested in Hostel Management Business	2 Days	<b>80,000</b> (Classroom) <b>60,000</b> (Virtual) <b>120,000</b> (On site) (T&C Apply)	PHYSICAL/VIRTUAL a). IFMA Secretariat (For participants in Lagos State) b). First floor, Suite 1, Old Kingsway Building, Ibadan for participants in Oyo, Osun, Ondo, Ekiti and Ogun.