



FIVE MINUTES WITH

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The thing about FM that most inspires me is the people. They come from such a diverse range of backgrounds and experience, and all have such different personalities. They all seem to have a huge sense of responsibility to their organisations, but also manage to enjoy life!

The most valuable lesson I have learned is to never take business relationships for granted. They need constant attention and input. Never be complacent – people's circumstances, responsibilities and organisations change; their needs change.

FMs have seen compliance responsibilities increase dramatically in recent years. This means the potential exposure of organisations to reputational and other risks. FM has a huge opportunity to demonstrate its value in effectively and successfully managing these risks and protecting the organisation.

You can outsource a task, but you can't outsource the responsibility. Understandably, organisations are looking to gain best value from their service provision and this can undoubtedly be achieved through outsourcing. However, the organisation retains the statutory duty and the reputational risk still lies with them if things go wrong. FM is a prime candidate for outsourced services but the statutory duty remains in house. Ignorance of the facts as well as ignorance of the law is no defence.

Sometimes, firms that claim to offer total facilities management are really just good single service providers. Everyone knows the original DNA of these providers and knows what they are best at doing. They should leave the specialists to provide the best in class and have an FM join them up. Really top class FMs can take the joined-up view and blend the specialists together for the benefit of their organisation.