

## CASE STUDY

### WHY

BGIS were looking for an in-house training solution for their Facilities Managers, Supervisors and Coordinators. They wanted the training to be presented by industry professionals who could deliver in specialised areas such as security, risk, business writing, presentation skills, property asset classes and sustainability.

It was important that the training created an environment for participants to network with their peers within the BGIS business.



### Organisation Overview

**BGIS was founded 25 years ago and they have 9000 employees globally, 1000 of which are based in APAC.**

BGIS offers Integrated Facilities Management (base building management, security, housekeeping, grounds keeping & landscaping) Real Estate Management (Property portfolio management, lease administration), Project Delivery Services, Workplace Solutions, Professional Solutions (Energy efficiency audits and using energy effectively whilst minimising waste) and Technical Services (self-perform trades services: HVAC, electrical, plumbing, building & fire services)

### PROPERTY COUNCIL ACADEMY COURSE

BGIS chose Academy's Operations & Facilities Management Industry Diploma. The program has been running since 2017 with groups of 16-19 participants twice each year.

The course covers key operational topics including;

- The key roles, responsibilities and stakeholders of facilities management
- Real world compliance, certification and audit process
- Property operations efficiency and contractor management
- Advanced strategic planning and comprehension of asset property operations
- Effective risk management: operational, reputational, key stakeholders and authorities
- Latest compliance considerations: WHS, DDA, NABERS and BCA industry trends
- Budgets: opex and capex budgets in asset classes proposing business cases
- Contractor performance management
- Sustainability and building performance

## QUOTE FROM KEY PERSONNEL

"The course helped me understand how my performance is benchmarked against my peers and that my skill set is not locked into one account but could be transferred across other accounts and into other opportunities." Paul Wood

**"I've used my connections to brainstorm ideas and discuss projects."**

*Kirk Darnell, Workplace Manager, BGIS*

"In 2019, BGIS partnered with the Property Council Academy to deliver the Operations & Facilities Management (OFM) Industry Diploma program for our people, which was customised to meet our needs as a global business. 2020 has brought about many challenges for traditional face-to-face models of learning delivery, so we were thrilled to successfully deliver our first virtual OFM Industry Diploma over several three-hour learning sessions with the support of the team at the Property Council Academy. The OFM Industry Diploma is one of the foundation programs in BGIS' learning and development suite, and it continues to deliver great value, insights and professional development for our team members."

### KYLIE DUGGAN

Manager Organisational Development, Learning and Change APAC & EMEA  
BGIS



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## RESULTS AND ACHIEVEMENT

There was high engagement throughout the course and graduation with impressive feedback from participants. There have been career development opportunities for participants that have parlayed into recognition throughout the business in terms of team and account wins, opportunities to manage other accounts, transfer to different teams, workplace solutions, where knowledge can be easily transferred. Participants are now able to tap into networks that were created through the program.

## QUOTE FROM NOEL BASIL, FACILITATOR

"It is fantastic to see and feel the energy in the room throughout the program. The interaction between the presenters, participants and the group overall always creates an incredibly rich, engaging and fun learning environment. The participants find the presenters experience invaluable, applying it to their own clients and collaborating with their colleagues. They also continually comment on how great it is to network and share stories with their fellow Facilities Managers. It is an absolute pleasure facilitating this program for BGIS".

## WHY THE PROPERTY COUNCIL ACADEMY APPROACH WORKS FOR YOUR ORGANISATION?

The breakdown into 3 stages consisting of 2 day face to face sessions lends itself well to the needs of our business. We can take participants away from their day to day operations on their accounts in a sustainable way. Utilising professionals from within BGIS as well as outside of the business within the industry allows participants to understand what is happening beyond BGIS and make more industry connections. A key benefit was that participants were gaining knowledge that can be applied on the job right away.

## KEY STRENGTHS

The Property Council Academy is a great organisation, great communication, great facilitation, great partnering to deliver the program. They support the participants and the presenters, showing appreciation to all.

