

# Facility Management



World's leading integrated real estate services company uses iCiX, the industry solution, to reduce risk, reduce cost and improve compliance.

## EXECUTIVE SUMMARY

### CLIENT

- CB Richard Ellis, Australia and New Zealand
- Over 200 properties
- 607 million sq. feet under facility management
- Over 1,400 staff

### NEED

- Protect company and building owners from risk
- Reduce subcontractor compliance monitoring and reporting administration costs
- Improve control and accountability
- Real time corporate wide compliance reporting

### SOLUTION

Implement the iCiX industry wide solution for exchanging compliance information between trading partners

### BENEFITS

- Reduced admin cost by 80%
- Contractor compliance now averages in excess of 95%
- Real time compliance metrics
- Helped reduce numbers of contractors from thousands to hundreds
- Reduced contract costs

### iCiX

- Established in 2000 with over 40 staff
- over 50,000 registered members
- Securely storing over half a million compliance documents

### THE NEED

CB Richard Ellis is the largest commercial and industrial property management company in Australia and New Zealand.

As with any facility management company, CBRE are required to ensure that both they and their subcontractors meet all regulatory requirements, e.g. public liability, OH&S, WorkSafe etc. Also, all organisations have a legal obligation to ensure the safety and health of subcontractors in the same way they do for their own employees, so CBRE has a legal obligation to ensure that all the subcontractors are inducted and suitably qualified to work on site.

"In this day and age, the exposure to significant costs and liabilities necessitate some form of active control over the personnel who are allowed on site to work because they put the building, the owner, the tenants and any visitors at risk."

*Patrick O'Donnell,  
Associate Director, CBRE*



Across the industry, managing subcontractor compliance has been done badly, if at all, simply because it is such a time-consuming and therefore costly, dull task. There are reams and reams of different certificates, forms and processes that need to be collected for the good of the building, the personnel, the tenants and the owners.

Imagine trying to keep track of these compliance documents for thousands of subcontractors across hundreds of sites.

To make matters worse, most of these documents are time sensitive and need to be checked on an annual basis. Also CBRE, or any facility management company, has to check compliance across four key areas:

- the buildings managed by CBRE
- the subcontracting company
- the subcontracting staff
- the equipment used by the subcontractor

"In the ideal world, we would have needed at least one full time employee whose sole job would have been to spend all day on the phone chasing subcontractors for their compliance documents and logging it in some central system," says Patrick O'Donnell, Associate Director, Technical Services. "In practice each building maintained their own records. Subcontractors were supplying the same information to multiple facilities and we had no single overall view of our risk exposure."

### THE SOLUTION

By choosing iCiX, the leading International Compliance Information Exchange, CBRE now has a single national solution for compliance across all facilities and all subcontractors.

The key strength of iCiX is that it is a secure industry-wide solution. Every iCiX member

- enters information only once
- controls access to that information
- has real time compliance data
- can issue broadcasts to user defined groups



	COMPLIANCE MATRIX			
	External		Internal	
	Expiry Dates	Unlimited	Expiry dates	Unlimited
Subcontractor	<ul style="list-style-type: none"> <li>• Multiple Insurances</li> <li>• WorkSafe Cover</li> <li>• Audits</li> </ul>	<ul style="list-style-type: none"> <li>• Company certificates</li> <li>• Awards</li> </ul>	<ul style="list-style-type: none"> <li>• Policies</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Report</li> <li>• Environmental statement</li> <li>• Method statements</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Various Licenses; electricians, plumbing, security etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Certificates</li> <li>• Awards</li> </ul>	<ul style="list-style-type: none"> <li>• Various site inductions</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Training</li> <li>• Awards</li> </ul>
Equipment	<ul style="list-style-type: none"> <li>• Safety checks and audits</li> </ul>	<ul style="list-style-type: none"> <li>• Specifications</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance reports</li> </ul>	<ul style="list-style-type: none"> <li>• Safe work practices</li> </ul>
CBRE Facility	<ul style="list-style-type: none"> <li>• Audits on anchor points, lifts, air conditioners etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Construction documentation</li> </ul>	<ul style="list-style-type: none"> <li>• Reports on anchor points, lifts, air conditioners etc.</li> <li>• Inductions register</li> </ul>	<ul style="list-style-type: none"> <li>• Fire evacuation manuals etc.</li> </ul>

*For indicative purposes only*

**Implementation**

CBRE's first task was to institute a strong supplier compliance policy and to ensure all staff were made aware of the policy. As a result, CBRE has 100% participation from its suppliers.

The implementation process was carried out by iCiX staff who, on behalf of CBRE, contacted each subcontractor not already on iCiX, explaining the iCiX system and carrying out the initial supplier training.

Over a rolling implementation of a few months, iCiX set up the CBRE site, trained staff and helped set up the standard real time reports.

**BENEFITS**

**Reduced admin costs by 80%**

As subcontractors are posting their compliance information, CBRE has been able to eliminate 80% of the costs of a full time person.

**Contractor compliance now averaging in excess of 95%**

By using advanced search and reporting, CBRE broadcasts reminders to subcontractors warning them their documents

are about to expire. This "active control" has driven average compliance over 95%.

**Realtime compliance metrics**

As all documentation is on a single repository, compliance can be checked within a few seconds. Metrics reports can be run at will.



**Helped reduce contractors from thousands to hundreds**

CBRE was already running an exercise to reduce the number of subcontractors. By exposing compliance reporting through iCiX, CBRE were quickly able to remove noncompliant subcontractors.

**Reduced contract cost**

With fewer subcontractors, CBRE can negotiate better rates as each subcontractor has been

able to increase their overall revenue.

**FINAL THOUGHTS**

"iCiX has saved us the task and drudgery of keeping track of subcontractors' compliance, both to their statutory responsibilities and to our specifications." says Patrick, "iCiX has eliminated this incessant tail-chasing exercise enabling us to concentrate on reducing our risk which is of great benefit to the owners, our tenants and our directors."

**For more information**

To find out more about metaSC and iCiX, please visit us at [www.metasc.com](http://www.metasc.com)

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