CONCEPT

Sustainable Facility Management and Workplace Strategy: Space, Resources and Wellbeing

1 – 5 February 2027
Amsterdam - Zuidas business district hotel



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Ref: 922_21391 **Date:** 1 – 5 February 2027 **Location:** Amsterdam - Zuidas business district hotel **Fees:** 23500 SAR

Introduction:

Many occupied offices run lights and cooling for empty floors, send mixed recycling to landfill and keep desks for staff who now attend two or three days a week, while facility teams cannot show senior management what their buildings consume or how well their space is used. This Core Concept course equips facility, workplace and property managers to set resource targets for buildings in use, run energy, water, waste and indoor environment programmes, analyse space utilisation and shape hybrid workplace strategy. Participants produce a Sustainable FM and Workplace Plan for a case office building.

Course Objectives:

- Establish an operational footprint and occupancy baseline for an occupied office building from utility, waste and attendance data
- Set sustainability targets for buildings in use and link them to organisational sustainability goals through the FM management system
- Run energy, water, waste and indoor environmental quality programmes that occupants notice and support
- Analyse space utilisation data and select a workplace model, from assigned desks to activity-based and hybrid working
- Plan office moves, consolidations and sustainable purchases of FM services and supplies
- Build a green FM KPI dashboard and a business case that present savings, released space and wellbeing results to senior management

Target Audience:

- Facility managers accountable for day-to-day operation and running costs of occupied office buildings
- Workplace managers who plan desk allocation, meeting space and hybrid attendance arrangements
- Property and corporate real estate managers who decide on lease, consolidation and floor release options
- Sustainability coordinators who collect building energy, water and waste data for organisational reporting
- Office services and administration managers responsible for cleaning, consumables, moves and occupant requests

Course Outline:

Day 1: FM's Sustainability Role and the Occupied Building Baseline

- People, Place and Process Definition of FM and Its Environmental Stewardship Role
- Organisational Sustainability Goals Translated into Facility Responsibilities Matrix
- Operational Footprint Baseline: Utility Bills, Sub-Meter Readings and Waste Tonnage
- Occupancy Evidence Audit: Access Badge Logs, Room Booking Records and Sensor Counts
- Sustainable FM Maturity Scan and Opportunity Longlist

Day 2: Sustainability Strategy, Building-in-Use Targets and Workplace Models

- ISO 41001 Context, Interested Parties and Climate Action Considerations
- Building-in-Use Target Setting: Energy Use Intensity, Water per Occupant and Waste Diversion Rate
- Workplace Model Options: Assigned Desks, Hot Desking and Activity-Based Working
- Hybrid Attendance Patterns and Team Neighbourhood Planning Principles
- Sustainable FM Policy Statement and Target Hierarchy Matrix

Day 3: Resource Programmes, Indoor Environment and Space Utilisation

- Occupied-Floor Energy Measures: Setpoint Bands, Operating Hours and Out-of-Hours Shutdown
- Water Use Review: Washroom Fixture Audit, Leak Alerts and Irrigation Schedules
- Office Waste and Recycling Programme: Bin Stations, Contamination Checks and Hauler Data
- Indoor Environmental Quality Survey: Carbon Dioxide, Temperature, Lighting and Acoustic Readings
- Space Utilisation Study: Peak and Mean Occupancy, Desk-Sharing Ratio and Stack Plan

Day 4: Sustainable Procurement, Moves, Engagement and Problem Cases

- Sustainable Procurement Criteria for Cleaning Chemicals, Consumables, Furniture and FM Services
- Office Move and Consolidation Plan: Churn Rate, Furniture Reuse and Decant Sequencing
- Occupant Engagement Campaign: Green Champions, Feedback Loops and Comfort Complaint Triage
- Activity-Based Working Failure Modes: Desk Shortages, Search Time and Reduced Face-to-Face Contact
- Green FM KPI Dashboard and Reporting Errors: Normalisation, Estimated Data and Double Counting

Day 5: Case Study: Sustainable FM and Workplace Plan for an Office Building

- Case Office Building Brief: Utility Data, Occupancy Counts and Occupant Survey Results
- Business Case Build: Avoided Utility Cost, Released Floor Area and Payback Period
- Workplace Scenario Comparison: Consolidate Floors, Re-Stack Teams or Sublet Surplus Space
- Sustainable FM and Workplace Plan Drafting with Targets, Owners and Milestones
- Plan Presentation to a Mock Property Committee and Peer Challenge

Skills You Will Gain:

- Building Footprint Baselining
- Occupancy Data Analysis
- Building-in-Use Target Setting
- Indoor Environmental Quality Monitoring
- Workplace Model Selection
- Office Move Planning
- Sustainable FM Purchasing
- Green FM Performance Reporting

Why Attend This Course:

- Leave with a Sustainable FM and Workplace Plan tested on a case office building and ready to adapt to your own site
- Show senior management what each floor consumes and how often it is occupied, using evidence rather than estimates
- Release or reuse underused floor area while protecting comfort, air quality and collaboration
- Compare workplace and resource practice with facility and property peers from corporate, public, education and healthcare offices

Conclusion:

Office buildings consume less and serve people better when resource use, indoor conditions and space decisions are managed together from reliable data. The course moves from the operational footprint and occupancy baseline, through targets, the FM management system and workplace models, to energy, water, waste, indoor environment and space utilisation programmes, then sustainable procurement, moves, occupant engagement and reporting errors. The final day applies these to a case office building and produces a Sustainable FM and Workplace Plan with a business case.