



GLOSSARY

A

ABIFM

Post nominal for Associate member of BIFM.

ABRAFAC

Brazilian Association of Facilities. A non-profit organisation founded in 2004.

Access

Approach, entry, internal circulation or exit, including in cases of emergency.

Accessible

Capable of being accessed and used by disabled people.

Adaptability

Possibility of changing characteristics such as volume, function or space in order to meet new demands or needs.

APS

Association for Project Safety.

A/C

Air Conditioning.

ARP

Activity resumption plan.

As built information

Expression of the design, its working detail, construction works and/or installations, functions, operations and maintenance needs of a facility in a form suitable for use in managing that facility.

ASHRAE

American Society of Heating, Refrigeration and Air Conditioning Engineers.

Asset cost breakdown

Itemisation of the capital cost of a facility asset in terms of its constituent parts.

Asset management

A process of proactively managing a buildings assets to ensure maximum efficiency and return on capital investment.

Asset register

An asset register is used to record the specification, make and model details of equipment and plant within a building. It is used for both planned and reactive maintenance services to ensure the service schedule meets specifications.

B

B & ES

Building and Engineering Services Association.

Barbour EFM

Barbour Estates and Facilities Management. The official BIFM information service partner.

BCI

Business Continuity Institute.

BCM

Business continuity management.

BCP

Business continuity plan.

BCT

Business continuity team.

BEMS

Building Energy Management Systems.

Benchmarking

A continuous, systematic process for evaluating the products, services or work processes of organisations that are recognised as representing the best practices for the purpose of organisational improvement.

BFG

The Building Futures Group.

BIA

Business impact analysis.

BICSc

The British Institute of Cleaning Science.

BIFM

British Institute of Facilities Management.

BIM

Building Information Modelling. A process involving the generation of digital representations of the physical and functional components of a facility. The resulting building information models become shared knowledge resources to support decision-making about the facility from the conception stage, through design, construction and operational life up to eventual decommissioning. The Government requires collaborative 3D BIM (with all project and asset information, documentation and data in electronic form) on its projects by 2016.

BIM Storm

BIM Storm is a Cloud computing collaborative process that leverages web based BIM capabilities to enable data sharing among multiple software programs including BIM software, GIS systems, Google Earth, Excel and other sources, and even hand drawings. These online 'data swaps' allow large amounts of business processes to be substantially reduced in duration while improving accuracy by not recreating data at each step of a project.

BIM Task Group

Set up by the Cabinet Office following the government's announcement of its Construction Strategy on 31 May 2011. The task group is responsible for implementing collaborative 3D BIM (with all project and asset information, documentation and data in electronic format) on government projects by 2016.

Biomass

Plant matter such as trees, grasses, agricultural crops or other biological material. It can provide a renewable source of electrical power, fuel, or chemical feedstocks.

BOMA

Building Owners and Managers Association International.

Breakdown maintenance

Operation of restoring an item to fulfil its original function after a failure in its performance.

BREEAM

Building Research Establishment Environmental Assessment Method.

Buildability

Degree to which the design of a planned building assists its construction and utilisation.

BSC

British Safety Council.

BSI

British Standards Institution.

BSRIA

The Building Services Research and Information Association provide specialist consultancy, testing and research services for construction, building services and facilities management.

Building fabric

Elements and components of a building other than furniture and engineering installations.

Building log book

Operations and maintenance information used to improve energy management within a building.

Building maintenance

Work, other than daily and routine cleaning, necessary to maintain the performance of building structure, fabric and components and basic engineering installations.

Building Management System (BMS)

Computer-aided control systems including hardware and software to collect and monitor parameters and performance data of plant, equipment, systems and elements either at source or remotely and to enable corrective action to be initiated.

Building manual

Log of a building's operation and maintenance, and record of refurbishments and alterations.

Building physicist

Person with knowledge and experience in the behaviour and performance of buildings and their components under the influence of physical, chemical and biological phenomena.

Business continuity planning

Business continuity planning is the process of ensuring an organisation can sufficiently recover and restore partially or completely interrupted critical functions/systems within a predetermined time after a disaster or extended disruption.

C

Cabinet Office work package 104

Entitled 'Plan of Works', this project within the government's BIM initiative is being carried forward by the Construction Industry Council (CIC). Institutions such as RIBA are working with the CIC to develop BIM-enabled digital plans of work that could be used across the design and construction industry to facilitate the implementation of BIM in government projects.

CAD

Computer Aided Design.

CAFM

Computer-aided facilities management. Any software package or system designed to support facilities management. Well-known examples include Concept from FSI and QFM from Service Works.

Call-off Contract

A contract for the supply of goods or services that may or may not be called off as and when required (also Term Contract).

CAPEX

Capital expenditure.

Carbon Emissions

Polluting carbon substances released into the atmosphere.

Carbon Footprint

Totality of greenhouse gas (GHG) emissions caused directly and indirectly by an individual, organisation, event or product.

Carbon management

Reducing the impact of carbon dioxide emissions (CO₂) on the planet as part of a global warming mitigation strategy based on carbon capture and storage.

Carbon metric

Measure of the weight of carbon dioxide equivalent (CO₂-eq) emitted per square metre per annum (based on greenhouse gas emissions over a 100 year period).

CBIFM

Post nominal for Certified member of BIFM.

CD247

Consultative document issued by the HSE to seek views on its draft National Local Authority Enforcement Code. Produced in response to the Löfstedt review recommendation for the HSE to be given a stronger role in directing local authority health and safety inspection activity

CEN

European Committee for Standardization.

CEO

Chief Executive Officer.

CFO

Chief Financial Officer.

CHP

Combined heating and power.

CIBSE

Chartered Institution of Building Services Engineers.

CIBSE Guide M

CIBSE Guide M: Maintenance Engineering and Management (2009) is an update of the guide to ownership, operation and maintenance of building services published in 2000. It covers such issues as owning and operating costs, economic life factors, energy efficiency and maintenance, maintenance strategy, and different types of maintenance technique.

CIC

Construction Industry Council, the representative forum for the professional bodies, research organisations and specialist business associations in the construction industry.

CIO

Chief Information Officer.

CIOB

Chartered Institute of Building.

CIPS

Chartered Institute of Purchasing & Supply.

Clean room

A room in which the concentration of airborne particles generated by people, processes and equipment is controlled to specified limits. The level under which these particles need to be maintained depends upon the activities in the clean room.

CMI

Chartered Management Institute.

COBie

Construction Operations Building Information Exchange. COBie is a means of capturing and sharing structured information about new and existing facilities, originally developed in the US. Its data can be viewed in a simple spreadsheet such as Excel. COBieUK: 2012 is a digital data exchange format being prepared as part of the government's BIM initiative.

COBRA

Collaborative Occupiers Benchmarking Research Alliance. The Strategic Plan for the Benchmarking Alliance has been guided and agreed by a Steering Group of pan-industry institutions and experts supporting the benchmarking needs of both facilities managers and real property occupiers and is available for download from LinkedIn.

Company voluntary agreement (CVA)

(Also company voluntary arrangement.) A legally binding agreement between an insolvent company and its creditors.

Competitive dialogue

A procedure in which a purchaser conducts a dialogue with prospective suppliers with the aim of identifying those capable of meeting its requirements, who will then be invited to tender.

Computer-aided Maintenance Management System (CMMS)

System specifically designed to enable planning, organising, direction and controlling forward maintenance programmes and to collect and collate historical data on the performance of assets so the most effective maintenance strategy is selected under actual performance and environmental conditions.

Condition-based maintenance

Is an approach where activities are carried out following inspection of the asset and comparison of its actual state with the desired condition.

Condition monitoring

Act of measuring and recording data from operating parameters using either human senses or instrumentation to verify plant and equipment condition and trends.

COO

Chief Operating Officer.

Corrective maintenance

Maintenance carried out after fault recognition and intended to put an item into a state in which it can perform a required function.

COSHH

Control of Substances Hazardous to Health Regulations 2002.

CPD

Continuing professional development.

CRA

Continuity requirements analysis.

CRE

Corporate real estate.

Critical Activity

Activity which has to be performed in order to deliver the key products and services which enable an organisation to meet its most important and time-sensitive objectives.

Critical Environment

Area or location which, in the event of its non-availability, would have a significant negative impact upon business processes and activities.

CSR

Corporate social responsibility. Defined by the EU as a 'concept whereby businesses integrate social and environmental concerns in their daily operations and in their interaction with their stakeholders on a voluntary basis'

CSSA

Cleaning & Support Services Association

CSV

Comma-separated values. The Comma Separated Value (CSV) file format is a common structuring strategy for text format files. In CSV files, each line in the file represents a row of data and, within each line of the file, the different data fields are separated from one another using a comma

D**DAS**

Design and Access Statement.

Data drop

Data that is deliverable at a defined gateway in a stage-gated process.

Data element

Basic unit of information that is quantifiable and measurable.

DDA

Disability Discrimination Act.

DEC

Display energy certificates.

Deliverable

Product or service as an outcome of a process.

DEFRA

Department for Environment, Food and Rural Affairs.

Depreciation

The estimated or expected decline in value of an asset.

Design brief

Statement that describes the purpose and required functions and performance of a facility, product or service; also a stage in the design phase.

Design development

Transitional phase where the basis of the design progresses towards the production of detailed design information.

DR

Disaster recovery.

E**Element**

Functional part of a building or other facility.

Emergency maintenance

Immediate corrective work to be carried out to restore correct function and to avoid consequences of failure.

End of life costs

Costs for the disposal or demolition of a facility.

Environmental impact assessment

A tool to predict, assess and mitigate the possible effects of a construction project so that environmental considerations can inform and be integrated into decisions.

EMS

Environmental Management Systems.

EA

Environment Agency.

EMS

Estate Management Statistics. EMS shares estates information among UK higher education institutions and empowers institutions to improve management of the physical infrastructure.

Environmental policy

Statement of the measure taken by an organisation to minimise the impact of its activities on the environment.

EPC

Energy performance certificates.

ERIC

Estates Return Information Collection. This central data collection for estates and facilities services from the NHS containing information dating back to 1999/2000. Trusts enter data into the system which provides real time performance indicator information varying from on screen indicators to charts allowing organisations to benchmark their performance.

ERP

Enterprise resource planning.

Evacuation

A building may require evacuating if there is a fire or other emergency. Plans should therefore be developed and tested following an appropriate risk assessment.

External envelope

Roof and façade including openings.

External stakeholders

Individuals or groups outside an organisation having an interest in the activities of that organisation.

F**Facility**

Tangible asset that supports an organisation.

Facility product

One of a defined set of classified and hierarchically organised facility services.

Facility related service

Service supporting the primary activities of an organisation, delivered by an internal or external provider.

FBIFM

Post nominal for Fellow of BIFM.

FD

Financial Director.

Feasibility study

Means for establishing the economic viability, performance and acceptability of the design and other measurable parameters of a facility.

FEFCE

Further Education Funding Council for England.

FFI

Fee for Intervention (FFI) is HSE's cost recovery scheme. Under The Health and Safety (Fees) Regulations 2012, those who break health and safety laws are liable for recovery of HSE's related costs, including inspection, investigation and taking enforcement action.

Fixed-wire testing

Fixed wiring must be maintained so as to prevent danger and that regular service inspection is an essential part of preventative maintenance.

Flawless start up

Fault free commencement of operations.

FM

Facilities management.

FMAA

Facilities Management Association of Australia.

FOI

Freedom of information.

Framework (agreement)

A general term for agreements with selected suppliers. This sets out terms and conditions under which specific purchases can be made throughout the term of the agreement.

FTE

Full-time equivalent. A unit that indicates the workload of an employed person (or student) in a way that makes workloads comparable across various contexts.

Full disclosure

Public procurement rules in the European Union require that public contracting authorities must publish all tender evaluation criteria and weighting in advance.

Functional brief

Interpretation of the statement of needs in the form of recommendations (provisions) for the design of the facility.

G**Gateway**

Key assurance or decision point in a process.

GEEP

Generic/General Emergency Evacuation Plan.

GPG

Good Practice Guide.

GEA

Gross External Area. Includes enclosed roof plant, balconies, thickness of external walls and internal parking.

GIA

Gross Internal Area. Excludes external walls, balconies, roof plant and parking from GEA.

GPU

Government Property Unit. GPU works collaboratively across the public sector, acting as a catalyst for change, to create an effective and efficient government estate, which provides value for money for the taxpayer, reduces our environmental impact and enables improvements in the way we work.

Government green lease

Use of incentives to align parties toward sustainable business practices within the terms of a lease agreement.

GSL

Government Soft Landings. A policy led by the Cabinet Office FM Category Team as part of the government construction strategy. The aim is to ensure that design and construction are aligned with operational asset management, and to implement greater use of outcome-based specifications against clear performance criteria.

H

Handover

Act of passing responsibility for, and control over, a facility to the owner or operator following testing and commissioning.

HEFCE

Higher Education Funding Council for England. A non-departmental public body of the Department for Business, Innovation and Skills, which has been responsible for the Benchmarking: Effective performance management for FM | distribution of funding to Universities and Colleges of Higher and Further Education in England since 1992.

HR

Human resources.

HSE

Health and Safety Executive, the national independent watchdog for work-related health, safety and illness

HSSE Health, Safety, Security and Environment

Services protecting from external dangers or internal risks and protect assets and the health and well-being of the people and providing a safe and sustainable environment.

HVAC

Heating, ventilation and air conditioning.

**IAM**

Institute of Asset Management.

ICE

Institution of Civil Engineers.

ICT

Information and Communications technology.

IEMA

Institute of Environmental Management and Assessment.

IET

Institute of Engineering and Technology.

IFMA

International Facility Management Association.

Industry Foundation Classes

Industry standard data structures for exchanging information about construction projects, intended to be neutral and open specification and not under the control of a single vendor. It is an object-based file format with a data model developed by buildingSMART, and applies to the physical components of a building as well as related information.

IHEEM

Institute of Healthcare Engineering and Estate Management.

IIRSM

International Institute of Risk and Safety Management.

IMP

Incident management plan.

Inclusive design

Design that seeks to include everyone irrespective of needs, circumstances or identity.

Information handover plan

Statement of intentions and timings for the delivery of information assets.

Information management

Processing and storage of information in a controlled manner.

Information management plan

Statement of intention for the collection, maintenance, updating, communication and control of information and data.

Input specification

Input specifications stipulate exactly how the service provider should achieve the desired outcome. This is generally based on a schedule of tasks, frequencies and methodologies dictating exactly what should be done, when and how.

IOSH

Institution of Occupational Safety and Health.

IPD

Investment Property Databank. Provides worldwide critical business intelligence, including analytical services, indices and market information, to the real estate industry. Each year, IPD produces more than 120 indices, as well as almost 600 portfolio benchmarks, across 32 countries enabling real estate market transparency and performance comparisons.

IPFMA

Irish Property and Facilities Management Association.

ISO 14001

Specifies the requirements for an environmental management system.

IT

Information technology.

Initial Investment costs

Costs that occur before taking a facility into use, e.g. planning, design, construction and legal cost and cost of incentives such as rent free periods.

Installation

System or items of plant and equipment having the function of a facility or part thereof, also the act of installing.

Internal stakeholders

Individuals or groups within an organisation.

ITT

Invitation to tender.

J**Joint procurement**

The name given to the practice of combining the procurement activities of two or more contracting bodies.

Just In Time

JIT management is an operational strategic model based on the JIT inventory-management systems used by many manufacturing organisations.

K

KPI

Key performance indicator.

L

LAN

Local Area Networks.

LCC

Life cycle costing.

LEED

Leadership in energy and environmental design.

Logistics

Services concerned with the transport and storage of goods and information.

M

Maintenance audit

Process in which a competent person surveys all assets to determine maintenance requirements so that the assets continue to perform their intended function.

Maintenance management

Process of ensuring that the most effective and efficient maintenance programme is formulated and delivered to ensure that assets continue to perform their intended function.

Maintenance manual

Technical instructions intended to preserve an item in, or restore it to, a state in which it can perform a required function.

Maintenance plan

Structured and documented set of tasks that include the activities, procedures, resources and the time scale required to carry out maintenance.

Maintenance policy

Statement of organisational requirements in terms of regulations and standards to be observed.

Maintenance strategy

Statement of organisational approach to maintenance management.

Managing agents

This developed from the traditional role of an agent appointed to manage residential properties, on behalf of the owners or occupants.

Manual of authorities

Document containing the authorities and authority holders within an organisation, relating to its business, functions and legal entities.

MBIFM

Post nominal for Member of BIFM.

Means of escape

To reduce the risk from fire and ensure that there are safe means for people to escape in the event of a fire.

M&E

Mechanical and electrical.

MEP

Mechanical, electrical, plumbing.

Method statements

Document detailing how a particular process will be carried out. Particularly useful for health and safety risk assessment, project planning and quality management.

MIS

Management information system. Computer system that collects and analyses data to measure performance in given areas of a business and facilitate strategic or operational decision-making

MRF

Materials Recycling Facilities.

MTPD

Maximum tolerable period of disruption.

MTS

Medium Term Strategy.

N**Nature conservation**

Nature conservation, land and biodiversity issues are regular features of business corporate social responsibility statements, FMs are usually involved in the development and implementation of biodiversity policies and action plans.

NEBOSH

National Examinations Board in Occupational Safety and Health.

NEC Forms

NEC Contract Forms Suite - standard contract forms (available to BIFM members at a discounted rate).

NRM

New Rules of Measurement. Document published by RICS that provides a standard set of measurement rules. Gives best practice guidance in the cost management of construction projects.

O**Occupants**

Users who spend a significant proportion of their time in or about a facility.

Occupiers' liability

Relates to the Occupiers' Liability Acts of 1957 and 1984 and responsibilities for vacant or unmanned property. It deals with liability that may arise from accidents caused by the defective or dangerous condition of the premises.

OH & S

Occupational health and safety.

OHSAS 18001

British Standard for occupational health and safety management systems.

OJEU

Official Journal of the European Union, the publication in which all high-value public sector contracts in the EU must be advertised

O&M

Operations and maintenance. O&M manuals must legally be provided as part of health and safety documentation for a building following any significant building work. They are usually compiled by the main contractor or the contractor's specialist consultants.

OPD

Operational Property Databank.

Open-book contracts

The Customer and the service provider agree which costs are remunerable and the mark-up that the contractor can apply to them. The customer is then invoiced for the work based on the actual costs incurred plus the agreed margin.

Operability

Capable of being put into practice or use.

Operational carbon

Weight of carbon dioxide equivalent attributable to the operational phase of a facility.

Operational strategy

Overall approach to managing the production or use of a facility.

Operational phase

Use or occupancy phase in the life cycle of a facility.

Operator

Organisation responsible for the day to day operation of a facility.

OPEX

Operational expenditure.

Organisation specific

Services related to people and organisation which are specific to the type or branch of the organisation.

OSCRE

Open Standards Consortium for Real Estate is a Non-profit organization dedicated to the development of industry standards for data exchange.

Output specifications

This focuses on the desired outcome of a service, rather than setting out details of how the service should be provided. This gives providers the scope to propose innovative solutions that might not have occurred to the procurement team.

Outsourcing

The procurement of services from external providers, normally covering both the service (or services) and management function.

Owner

Individual or organisation owning or procuring a facility.

P**PAS 55**

The British Standards Institution's (BSI) publicly available specification for the optimized management of physical assets - it provides clear definitions and a 28-point requirements specification for establishing and verifying a joined-up, optimized and whole-life management system for all types of physical assets.

PAS 1192

PAS 1192 is a Publicly Available Standard for the delivery of BIM-enabled information. Part 2 (2013) is focused on design and construction information. Part 3 (2014) covers the operation and management of assets.

PAT

Portable Appliance Testing.

PCI

Payment Card Industry.

PEEP

Personal Emergency Evacuation Plan.

Permits to Work

A permit to work system is a formal system used to control work that is potential hazardous. A PTW is a document which specifies the work to be done and the precautions to be taken, based on a risk assessment.

PF2

The Government's new approach for involving private finance in the delivery of public infrastructure and services through long-term contractual arrangements, following a review of the Private Finance Initiative (PFI).

PFI

Private Finance Initiative. A method of funding major capital investments where private firms, usually construction companies or service providers, are contracted to complete and manage the projects. The public services are leased to the public and the government authority makes annual payments to the private company.

Planned maintenance

Maintenance organised and carried out with forethought, control and the use of records to a predetermined plan based on the results of condition surveys.

PM/PPM schedule

Preventive maintenance or planned maintenance (PM) is the same thing as planned preventive maintenance (PPM). A PM or PPM schedule is a list of preplanned maintenance events over a specific period, typically 52 weeks.

Point cloud survey

A method of generating a BIM from an existing building. Laser technology is used to survey the spaces in an existing building to create a digital 'cloud' of geometrical points. This data is used to generate the geometry of the building which can be imported into a BIM-enabled CAD package. Materials can be identified and detailed specification information can be added.

Post Implementation review

Study of the effects of a system after it has reached a stabilised state of operational use.

Post occupancy evaluation

Process of evaluating a building or other facility in a systematic and rigorous manner after it has been built and occupied.

PPE

Personal protective equipment.

PPP

Public private partnership. Similar in outcome to a PFI.

PQQ - Prequalification Questionnaire

This is a useful step in the process for procuring FM services. It assesses a potential service providers commercial, technical and financial capabilities and provides a method of shortlisting interested parties.

Primary processes

Processes identified by an organisation as essential to the provision of a service or product in its value chain, direct to its customers.

Project brief

Summary of the requirements for the definition of a project, including the development of its design.

Project execution plan

Statement of the intentions and arrangements for the implementation of a project, ie. Its construction work, and supporting activities and processes.

Project execution strategy

High level statement of the intentions and arrangements for a project.

R**RA**

Risk assessment.

RAMS

Risk assessment and method statements.

RASCI chart

Responsible, accountable, supported, consulted and informed chart that is used to summarise the roles and functions performed in a process and the activities within it.

RCM

Reliability centred maintenance.

R & D

Research and Development.

Real estate

Encompasses land along with anything affixed to the land, such as buildings.

Reactive maintenance

Unplanned maintenance activities; an inevitable supplement to planned preventative maintenance regimes in the operation of a building.

Recycling

The collection and processing of used materials in order to utilise the raw material to produce new products.

Reliability Centred Maintenance (RCM)

Systems-based methodology used to determine maintenance tasks necessary to ensure that a facility asset or system continues to function in order to fulfil its purpose as designed in its present operating context.

Remedial work

Redesign and work necessary to restore the integrity of building fabric and components to a standard that will allow the facility to perform its original function.

Residual life

Period during which a material or component might reasonably be expected to continue to fulfil its present function provided it is routinely maintained.

Restricted procedure

Usually applies to high-value public sector contracts. Strict pre-qualification criteria are set for the contract, and only those suppliers meeting the criteria will be invited to tender

RFP

Request for proposal.

RFQ

Request for quotation.

RIBA

Royal Institute of British Architects.

RICS

Royal Institution of Chartered Surveyors.

RIDDOR

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 regulates the UK businesses statutory obligation to report deaths, injuries, diseases and "dangerous occurrences" that take place at work or in connection with work.

Risk assessments

A systematic method of looking at work activities, considering what could go wrong and deciding on suitable control measures to prevent loss, damage or injury in the workplace.

RFI

Request for information. An alternative term for PQQ (pre-qualification questionnaire), a set of questions designed to help buyers select the most suitable bidders to be invited to tender

ROI

Return on investment.

RPI

Retail Price Index. The retail price index is the industry standard measure of inflation, published monthly by the Office for National Statistics.

RPO

Recovery point objective.

RSTs

Road surface temperatures.

RTO

Recovery time objective

S

Sale of Goods

Sale and Supply of Goods Act 1982. Protects consumers but does not apply to most business transactions.

Scope of work

Design, construction work and/or installation, testing and commissioning, handover and start up activities necessary to deliver an operational facility.

Service charges

These are levied by landlords to recover the costs they incur in providing services to a building.

Service level agreement (SLA)

Contract between a service provider and a client detailing the nature, quality, and scope of the service to be provided.

SFG20

The standard maintenance specification for building services. Includes detailed maintenance information for all principal types of heating, cooling and ventilation, installation and plant, and electrical services in buildings commonly in use within Europe.

Shell and core building

Base building elements such as structure, envelope and fit out of common areas.

SIG

Special Interest Group.

Space planning

The process of determining the amount of floor space available in an area, floor or entire building and how it is best used to meet individual, group and corporate needs.

Stakeholder impact analysis

Method for evaluating the influence that stakeholders possess in regard to an organisation, facility or project.

Statement of needs

Expression of the objectives and needs of an individual or organisation and the extent to which they are likely to be satisfied by a facility.

Succession planning

A process for identifying and developing potential future leaders or managers, along with individuals to fill other mission-critical positions. A robust succession plan is a key component of the FM business continuity plan.

Support processes

All activities not classified as primary are non-core activities.

Sustainability

The ability to operate in a way that does not harm the environment and that has a positive effect on the planet and its population.

Sustainable FM

The concept of sustainable practices forming the basis of facilities management operations including energy efficient products, environmentally friendly materials and recycling based waste management.

Sustainable space provision

Appropriate and affordable space requirement of an organisation.

T**Taxonomy**

Practice and science of classification.

T & Cs

Terms and conditions of contract.

TCO

Total cost of ownership. An estimate of the total cost of a building, including direct and indirect costs, over its lifetime (including operating costs).

Telemetry

The wireless transmission and reception of data from remote sources for recording and Analysis

Tenant

Individual or business which has temporary possession of or pays rent for real estate owned by another party.

Term contract

A contract for the supply of goods or services that may or may not be called off as and when required (also Call-Off Contract).

TFM

Total facilities management. Total facilities management is a strategy in which a provider takes responsibility for the delivery and management of all required service lines on the behalf of a client. The integrated nature of TFM solutions will often provide both cost, operational and performance efficiencies.

TPM

Total productive maintenance.

TQM

Total quality management.

TUPE

This is the colloquial abbreviation of the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246), which is the United Kingdom's implementation of the European Union Business Transfers Directive. It is an important part of UK labour law, protecting employees whose business/employment is being transferred to another service provider through outsourcing or a business take-over.

U

Uniclass

Unified classification for the construction industry, published in 1997 by NBS (National Building Specification) on behalf of CPIC (Construction Project Information Committee). It is a classification scheme made up of a series of tables, each representing a broad facet of construction information.

V

VA

Volt-ampere.

VPN

A virtual private network (VPN) is the creation of a secure network over the internet to connect to a remote server. A VPN allows users to connect to work systems and files from a remote location.

W

WAN

Wide area network.

Waste Management

A waste management service is characterised as the collection, transport, processing and recycling or disposal of waste materials from a building.

WEE

Waste electrical and electronic equipment.

Workplace

Services related to the working environment like fit out with furniture and equipment and tenants fit out.

WRAP

Waste & Resources Action Programme. WRAP works with businesses, individuals and communities to help them reap the benefits of reducing waste, developing sustainable products and using resources in an efficiency way.

X

XML

Extensible mark-up language, similar to HTML, designed to transport and store data.

Z

Zero waste

Eliminating pollution and waste at the start of a product's life cycle, through better product design, clean production and sensitive material selection.



About BIFM

The British Institute of Facilities Management (BIFM) is the professional body for facilities management (FM). Founded in 1993, we promote excellence in facilities management for the benefit of practitioners, the economy and society. Supporting and representing over 14,500 members around the world, both individual FM professionals and organisations, and thousands more through qualifications and training.

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