



Improving performance - introducing the new RICS International Building Operation Standard (IBOS)

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Strategic public sector property asset management

Global
3rd edition, September 2021

IBOS

International Building Operation Standard

A framework for assessing building
performance

Global

1st edition, February 2022

IBOS- what is it?

- Aims to deliver a international standard for the operation of buildings to meet the needs of occupiers, investors, advisors and end users by providing a **global benchmark for delivering better buildings for people, society and the planet.**
- This international standard aims to achieve a consistent benchmark for **cost measurement and delivery of value** for all real estate assets.
- The standard was developed alongside the market – occupiers, data experts and service providers from the outset.
- **Data Led – People Centric**

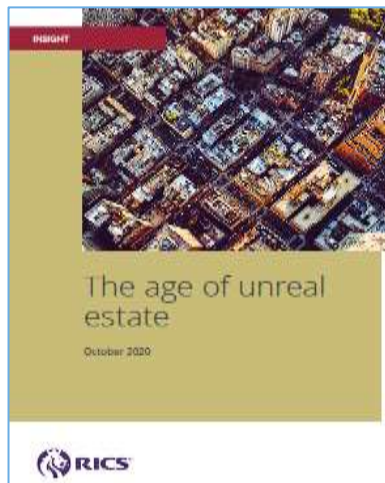
The property industry is evolving...

The market tells us:

- Non- siloed, agile, less fragmented sector
- Future skills and next generation expectations
- We are consuming buildings differently
- Importance of ethics & responsible principles - ESG
- Enhanced role of data and technology
- Impact of Global COVID-19 Pandemic



RICS' latest thought leadership says something similar:



Organisations are ...

Leaner, less hierarchical and more fluid (contingent workers)
Focused on competitive pressures and managing disruption
Responding to change; constantly adapting; requiring flexibility
Focused on productivity and managing people
Concerned with wider social responsibilities

Workplaces are ...

Tech-enabled: less fixed and more agile
Organised: more team-based and collaborative work
Planned: around a palette of work settings
Managed: to provide services
Curated: to enhance experience

What are buildings for?

Buildings formed the inert backdrop to the activities that took place within them. They were

- **Architectural masterpieces**
- **Corporate statements of power**
- **Capital investments**
- **Income earners**

But then we began to understand their impact on

- **Environmental crisis**
- **Health and wellbeing**
- **Productivity**
- **Business/economic success**
- **Local economies/communities**

What is the Office for?



Strategic Public Sector Property Asset Management, 3rd edition (rics.org)







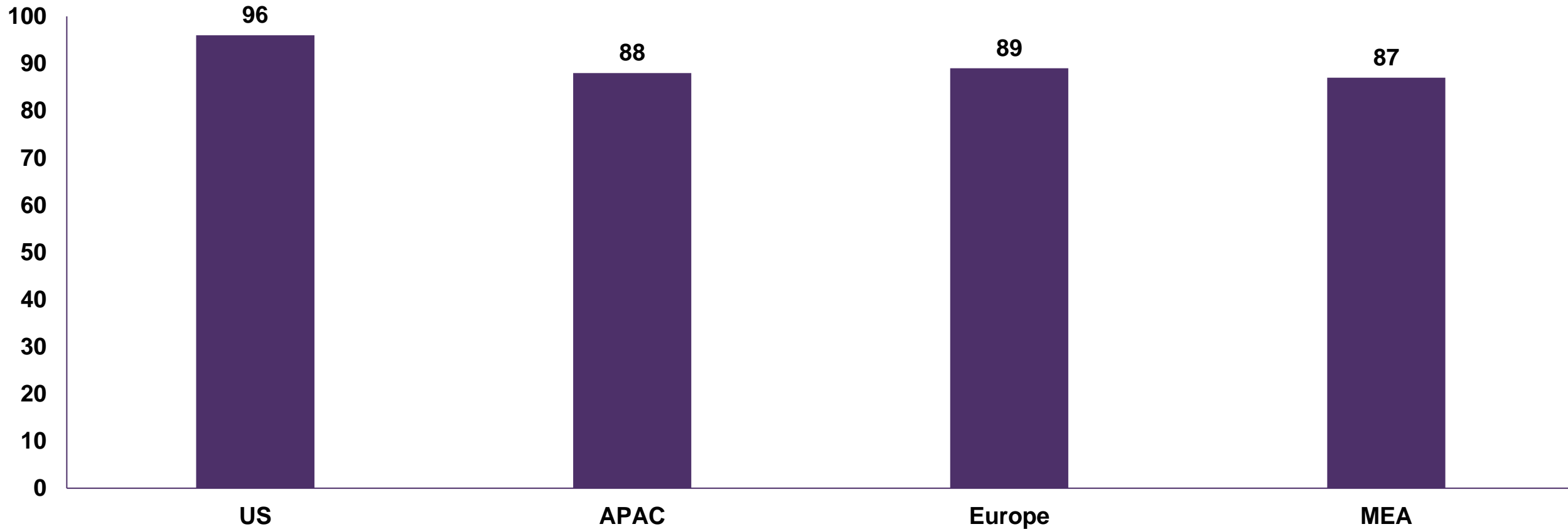




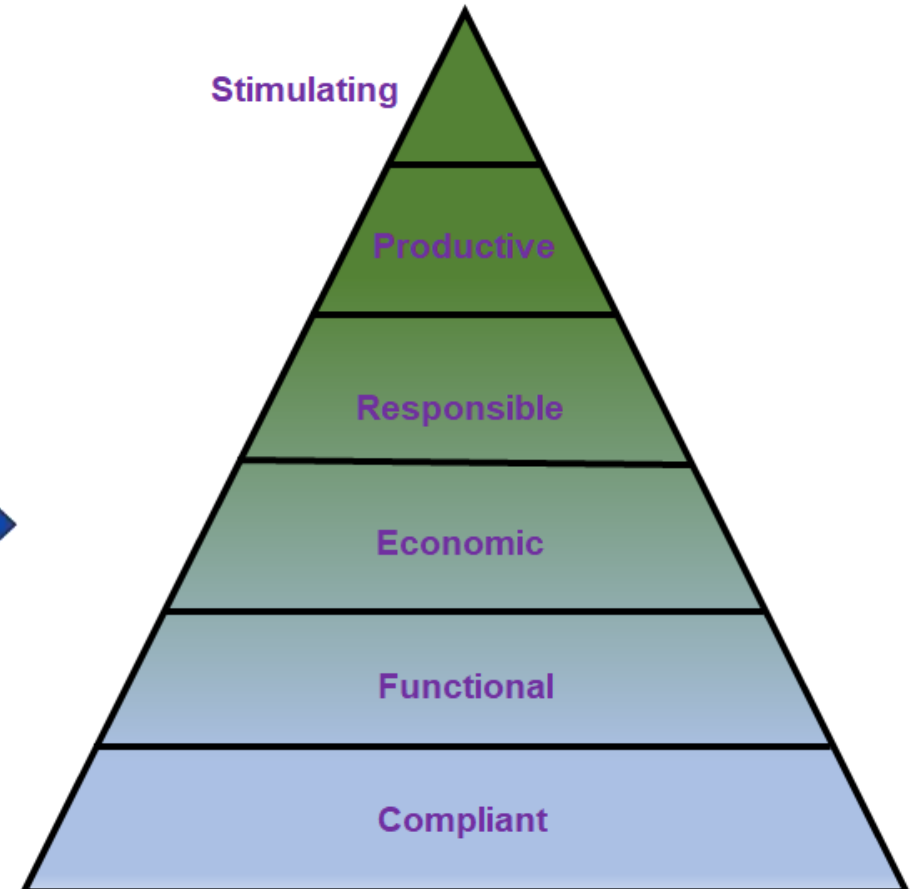
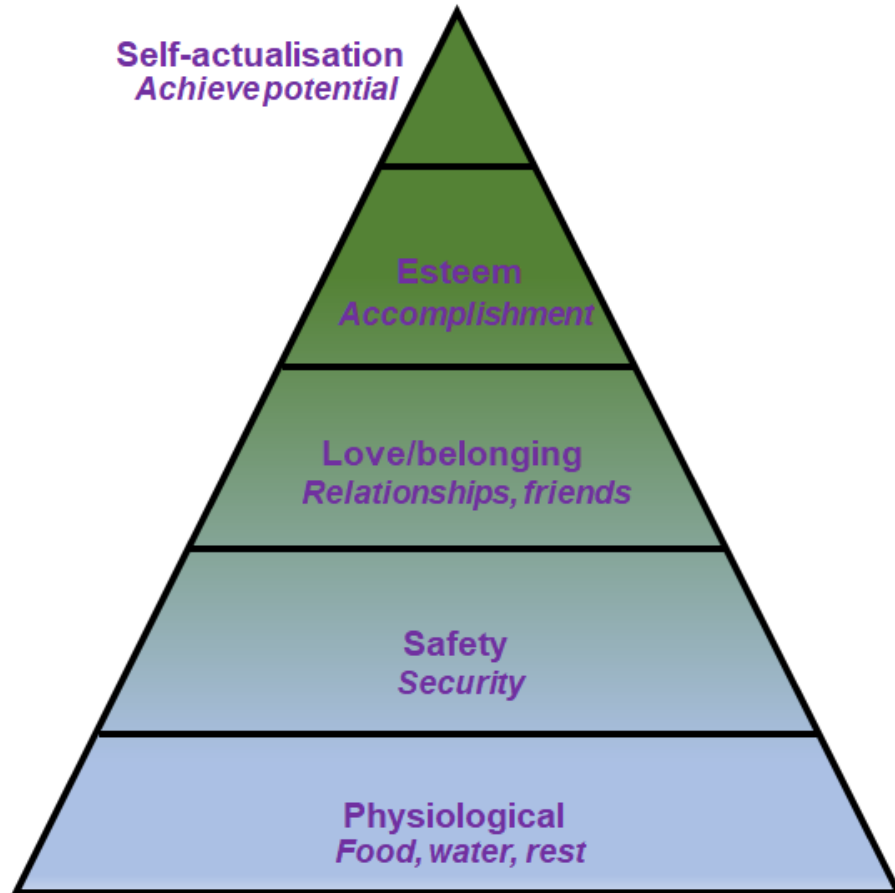


Will tenants demand more in terms of health and wellbeing from the buildings they occupy going forward?

% of respondents saying 'yes'



What do we need? How can buildings provide for us?

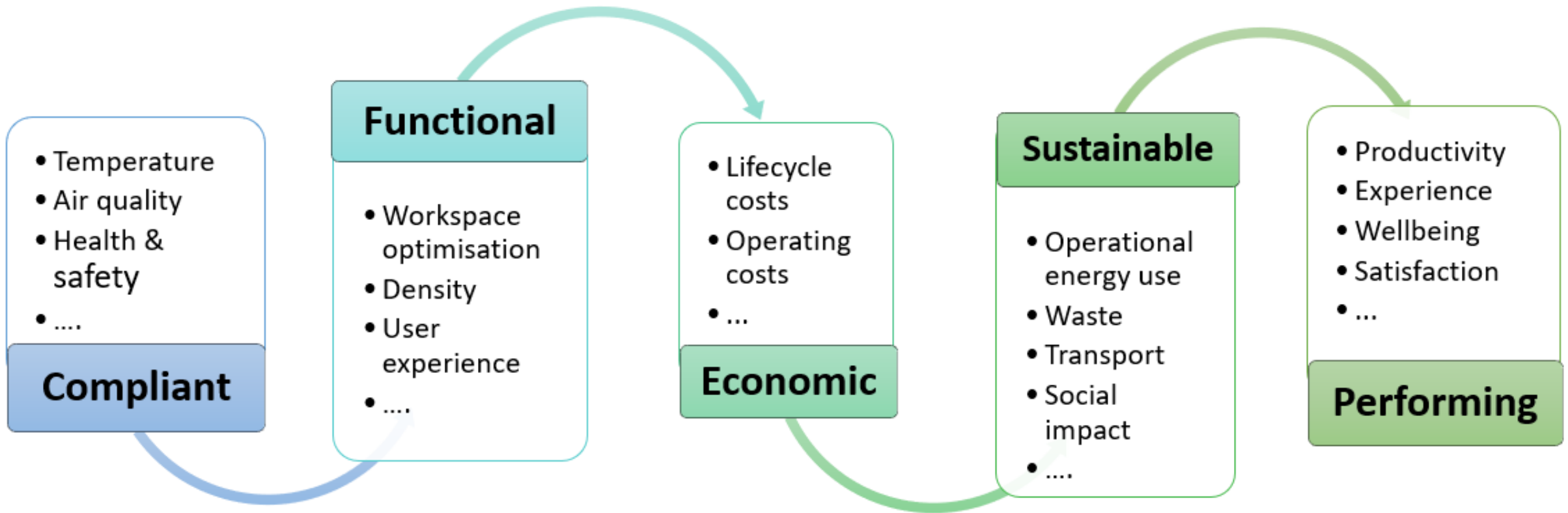


Abraham Maslow
"A Theory of Human Motivation" (1943)

IBOS audience segments across the property life cycle

- Occupiers
- Service Providers
- Financial decision makers at client firms
- Technology providers
- Architects
- Education providers
- Certification Bodies
- Design phase stakeholders





IBOS LEVELS

Maturity level	Characterised by
Undeveloped	No systematic monitoring or measurement of the indicator.
Developing	Systematic monitoring and measurement of the indicator against a benchmark or target.
Good	Systematic monitoring and measurement of the indicator against a benchmark or target, and Regular reporting to the board/equivalent on performance and how it can be improved.
Advanced	Systematic and automated monitoring and measurement of the indicator against a benchmark or target, and Regular reporting to the board/equivalent on performance and how it can be improved, and Technology is used to automate the capture and analysis of data.

Welcome to the IBOS self-assessment tool

The purpose of IBOS is to support organisations that wish to measure the operational performance of their property assets in a consistent manner – irrespective of the type of property or its location. This tool will help organisations assess relative maturity in capturing, analysing and reporting on this critical data.

[USE THE TOOL](#)



Compliant: how well the building complies with relevant statute, best practice and guidance on the working environment



Underdeveloped

No systematic monitoring or measurement of the indicator.

Developing

Systematic monitoring and measurement of the indicator against a benchmark or target

Good

Systematic monitoring and measurement of the indicator against a benchmark or target, and regular reporting to the board/equivalent on performance and how it can be improved

Advanced

Systematic and automated monitoring and measurement of the indicator against a benchmark or target, and Regular reporting to the board/equivalent on performance and how it can be improved, and Technology is used to automate the capture and analysis of data.

Temperature

Underdeveloped

Developing

Good

Advanced

Temperature readings:



User satisfaction data:



CO2

Underdeveloped

Developing

Good

Advanced

CO2 level:



User satisfaction data:



Ventilation rate

Underdeveloped

Developing

Good

Advanced

Air flow:



User satisfaction data:



Noise

Underdeveloped

Developing

Good

Advanced

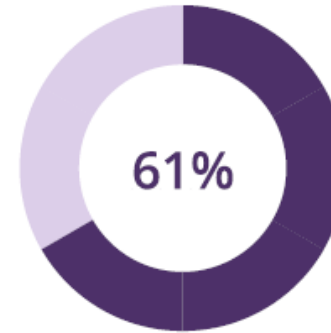
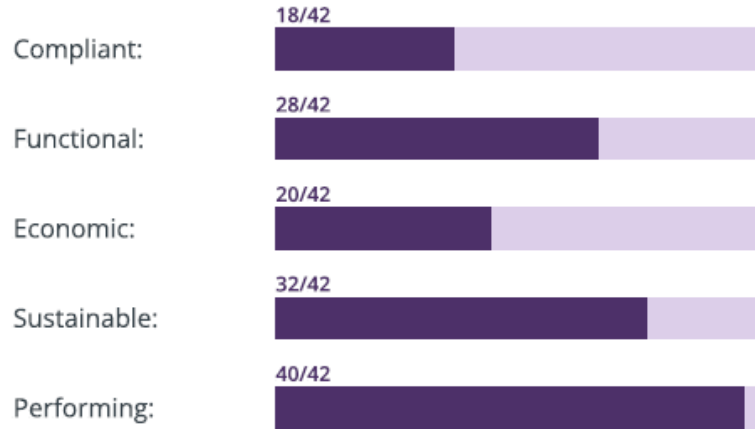
Noise level:



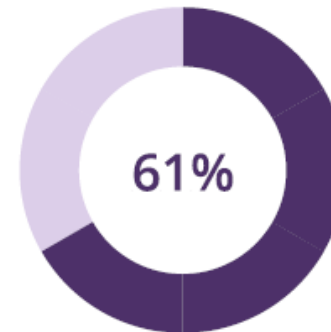
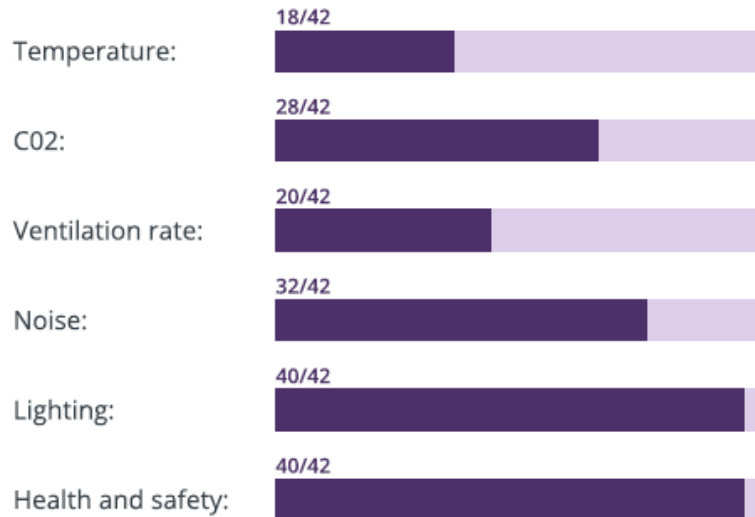
User satisfaction data:



Overall assessment score



Compliant



Buildings will have to.....

:

- Focus on better meeting the real needs and desires of a wider range of employees
- Recognise that different personalities have different wants and needs, even if doing the same type of work
- Accept that high density, open plan, unallocated desking may have a part to play, but is rarely the optimum environment for any individual or type of work
- Provide a range of environments that truly provide employees with a workplace – or series of workplaces – that positively enhance and support their productivity
- Utilise technology to facilitate workspace personalisation whilst ensuring that employees are fully supported and connected to each other and to the collective intelligence of the organisation
- Accommodate the desire for collective endeavour and collaboration whilst recognising that in knowledge industries, a high proportion of the work is actually best undertaken in a quiet environment protected from noise and interruption

Avison Young/RICS “Productivity, the workplace and COVID 19”

<https://avison-young.foleon.com/uk-research-2020/productivity-the-workplace-and-covid-19/home/>





Thank you for watching
the session!

“ Global insight has demonstrated a key role for RICS to provide support and structure in guiding organisations forward and optimising building performance. This work will demonstrate how we help **drive a progressive agenda for the benefit of businesses, professionals, society and the planet.** ”