

PROFESSIONAL DEVELOPMENT

IGS Academy's ongoing professional development program focuses on delivering practical solutions for the key issues that property managers and security staff typically encounter and provides you with an effective way to improve your security programs and skills.

Our ongoing professional development program incorporates the best practices of national police departments, IGS Academy training manuals, and features the latest information and procedures.

The IGS Academy professional development program is a free resource designed to raise the bar for security training and equip you with valuable information that you can distribute freely throughout your organization as a valuable benefit.



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IGS Security Academy



professional DEVELOPMENT

Update

**Achieving Operational
Efficiency in Multi-Residential
Buildings**

**The Importance of Having a
Comprehensive Facility
Operation & Maintenance
Manual**



IGS Academy provides ongoing professional development for property managers, building managers and security professionals to remain current on issues, methodologies and best practices applicable to their daily challenges.

Can you answer these questions?

- 1. Do you understand the processes required to achieve better operational practices, staff productivity, accountability, measurement, and building efficiency?**
- 2. Do you know the best way to educate your staff on the proper use, operation, and maintenance of building systems to minimize the life-cycle cost, and maximize the performance of the physical plants?**
- 3. Do you know the best way to establish policies and procedures and delegate responsibilities for janitorial, custodial, maintenance and security staff that ensures that proper maintenance activities are performed and monitored for quality at regular intervals?**
- 4. Do you understand the importance of a staff with good basic skills and diverse advanced technical skills in maintaining and operating a complex building?**

The Importance of Having a Comprehensive Facility Operation & Maintenance Manual for Property Managers and Building Supervisors

Please read the following principals for operations success

- Creating a best-practice operation-and-maintenance (O&M) program increases the efficiency of facility staff, improves building operational practices, and reduces utility costs and plays an important part in increasing property values along with revenue.
- The O&M audit process includes reviewing all janitorial, custodial, maintenance and security operating procedures and existing practices, as well as the physical inspection of equipment. The outcome will be the creating of a building specific O&M manual.
- The O&M manual and process helps sustain a building's profitability by reducing costly equipment failure and maintaining tenant comfort through well document procedures and best practices.
- An O&M can be used as a platform for training program that will allow a well-trained staff to be capable of many specialized maintenance tasks that are typically outsourced.
- The O&M manual and process reorganizes and reallocates existing resources to be more efficient and productive.
- The long-term success of a best-practice O&M program requires proper documentation and periodic review of the total cost of the O&M program.
- An experienced security and janitorial services consultant can make the O&M process easier and help eliminate major constraints which prevent success by developing an O&M manual that captures building and system and services information in a method that is easy to use and understand.



**TOP TIPS FOR
FACILITIES
MANAGEMENT FOR
PROPERTY
MANAGERS AND
BUILDING
SUPERVISORS**

1. Operational excellence is a critical driver for success and should be a key part of property management strategy. Using a standard approach to systematically identify and close performance gaps, property managers can continually improve the performance of their janitorial, custodial, maintenance and security operations. Being an integral part of any facility management philosophy, the O&M manual provides a means to assure productivity and reduce operating costs through a comprehensive maintenance and security program.
2. **Using and O&M manual effectively integrates objectives, plans, processes, standards and behaviors into daily operations describing the steps necessary to be performed and how they are to be accomplished. The O&M manual provides the process to enable the workforce to develop the skills and knowledge to perform their jobs competently.**
3. It is now widely recognized that O&M (Operations and Management) represents the largest expense in owning and operating a building or facility over its life cycle. The accuracy, relevancy of well-developed, site-specific easy to understand O&M manuals are becoming increasingly important to property managers and building owners. It is becoming more common for detailed, modular, building block style facility-specific O&M manuals to be prepared for property managers. The goal is to effectively and efficiently support the life cycle of the facility by providing information on:
 - service philosophy, objectives and mission, general policies and procedures
 - general building location, layout & diagrams
 - important contacts
 - facilities and work safety
 - building infrastructure-utility systems, functional descriptions, facilities specifications, plants and machinery locations and operations, troubleshooting and preventative maintenance
 - detailed job and service descriptions
 - detailed instructions for janitorial, custodial, maintenance and security guard procedures and processes, daily work schedules and reoccurring task scheduling (janitorial, custodial, maintenance and security)
 - facilities security systems
 - security mandate, coverage, policies and procedures
 - emergency procedures
 - reporting, measurement, verification and services request forms
 - manufacturers literature
4. The O&M development process encompasses:
 - Collection of pertinent data through interviews with management, janitorial, custodial, maintenance and security staff, etc. and on-site verification
 - Review and analysis of the existing policies and procedures at the facility at the system level.
 - Identifying and developing detailed step by step procedures required to attain the most efficient operations and management of the facilities.
 - Development of the O&M manual contents using terms that janitorial, custodial, maintenance and security personnel with general technical expertise can easily understand.
 - Development of training based on the O&M manual to familiarize personnel with the policies and procedures necessary to provide optimum services.

Encircling all elements of successful building and facilities management is the Operations and Management manual covering infrastructure, building management, janitorial, custodial, security roles and responsibilities, services, and policies and procedures. The O&M manual is the collection of governance and operating models, the people, processes, and systems that management has put in place to manage day-to-day organizational activities.

The O&M manual assures that individual interests, values, and ethics are aligned with those of the organization's risk strategy, appetite, tolerance, and approach.

Defining governance operating model requirements, designing the operating model, and carrying out implementation are significant undertakings for any organization. Selecting a qualified, experience security services provider will go a long way in enhancing building management and increasing property values.

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IGS Academy was created in order to provide training for candidates who desired to work in the security industry who have solid skills, knowledge and abilities; a comprehensive syllabus was put together for their benefit, the benefit of the company and its clients.

Ultimately whether they were to work for the IGS Group or for security in general (companies, corporation, business organization, government agencies, in the private or public sector, financial institutions, airports, real estate companies, office or apartment towers, condominiums, shopping centers, and hospitals), our graduates exhibit professionalism, competencies and clarity as to what is expected of them and of how they can contribute utmost within the legal framework of the private security industry.

