Corporate Organisation

ESG Reporting

- Corp Leadership
- Shareholders
- Employees
- Public
- Government
- Industry bodies
- Decision-makers
- Corp. departments

Requirements, Expectations

Results, Reporting

Portfolio Reporting

- Corp Leadership
- Shareholders
- Employees
- Public
- Government
- Industry bodies
- Decision-makers
- Corp. departments

Requirements, Expectations

Results, Reporting

Sustainability Risk

Financial

Procurement

Operations

Technology

Requirements

Value, Services

CRE Organisation

Sustainability Risk

Functions:
- Integrated reporting to adopted standards (SASB, EFFAS)
- GHG Protocol principles
- SBT methodologies
- Social
- Governance
- Economical
- Environment

Systems:
- Nossa Data, ESG Enterprise

People/HR

Functions:
- Talent attraction and retention
- Employee engagement
- Onboarding and exits
- Inclusivity and collaboration
- Empowerment and enablement
- Learning and Training
- Culture
- Diversity
- Human rights, working conditions

Enabling systems:
- SAP, Workday, Ceridian, Glassdoor, Indeed, LinkedIn

Risk Management

Functions:
- Project Risk tracking
- Premises risks tracking
- Safety files approvals
- Landlord and tenant screening
- MCA (Management Control Assessments)

Enabling systems:
- SAP
- Accountable

OHS & Q

Functions
- Quality management
- OHS
- Compliance
- Incident management
- Ergonomics
- Safety Rep training and ongoing learning

Enabling systems:
- NOSA, SharePoint

Security/Protection

Functions:
- Protection of buildings, infrastructure, resources, valuables, people and society.
- Guarding
- Electronic
- Close protection
- Secure mobility
- Cyber security

Enabling systems:
- Honeywell

Governance

Functions:
- Change projects
- Approval processes
- Individual mandates
- Forum mandates
- Individuals/Designations
- Ensure supply chain is responsible in their dealings

Legal and Procurement

Functions:
- Supply chain management
- SRM
- Supply chain alliance creation and management
- Partner relationship management, incl. JVs
- Change management (contractual) across all service lines

Enabling systems:
- Docusign, Word, Box

Employee wellbeing

Functions:
- Physical, mental and spiritual support services - 1st line and beyond

Enabling systems:
- Bookings, Medical case handling

Occupancy Management

Functions:
- Plan moves and changes
- Approvals process
- Manage execution of moves and changes with FM
- Track occupancy limits compliance

Enabling systems:
- Webcore, fm:systems, Planon

Cleaning, Hygiene

Functions:
- Cleaning and deep cleaning per agreed schedules
- Hygiene services

Enabling systems:
- Cleaner activity planning app

SRM

Functions:
- Contract Management
- Supplier engagement obligations
- Supplier development
- Partner engagement
- Partnering obligations

Enabling systems:
- Supplier portal (website, collaboration software as a service)

Contact Centre

Functions:
- Design and manage customer and colleague engagement model

Enabling systems
- InforEAM

Overall CRE Management

Functions:
- Strategy in the context of the overall Business Strategy
- Talent attraction and retention
- Sustainability/ESG reporting and management
- CRE technology architecture/ landscape design and management
- Data classification and management

Capital Projects

Functions:
- Architectural designs
- New projects
- Change projects
- Projects management
- Value engineering
- Savings targets

Enabling systems:
- Autodesk
- Primavera
- MS Project

Engineering

Functions:
- Building services optimisation
- BMS system - corporate and branches/outlets
- Energy and utility management (where not part of leases)
- Smart buildings strategy and management

Enabling systems
- Tridium Niagara, Greenstone

CRM

Functions:
- Customer journeys
- Customer engagement model
- Customer tracking and development
- Obligations tracking

Enabling systems:
- Survey tools, Workday, SAP

Comms & Social

Functions:
- Project comms
- Change Management comms
- Contact Centre monitoring
- Complaints resolution tracking and customer engagement tracking
- Impact on local communities

Enabling systems
- Survey tools, email, websites, SharePoint

Operations Management

Functions:
- (Int.) Customer engagement and performance monitoring
- Efficiencies
- Innovation
- Business diversity
- Work permits
- Workflow
- Business processes

Enabling systems:
- Workflow, Docusign, Box

Change Management

Functions:
- Program management
- People change leadership and management
- Document change management

Enabling systems:
- Webcore

Workspace Technology

Functions:
- The tech stack
- IWMS
- Data Lakes
- Data analytics and forecasting
- Digitisation strategy
- Compliance mgt (privacy, security, integrity)

Architectural Design

Functions:
- Space designs
- Space change designs
- Furniture and fittings selection
- Project execution oversight

Systems:
- Autodesk, Revit, Box

Catering, Hosp., Vending

Functions:
- Run cafeterias, islands and coffee stations
- Arrange and run events
- Manage vending machines
- Provide catering to meeting rooms

Enabling systems:
- Reservation systems
- Ordering apps

Facility Management

Functions:
- (Critical) asset management
- Parking & transport mgt
- Experience/Journeys/CSAT
- Small projects, moves, churn
- Pest control
- Space surveys

Enabling systems:
- InforEAM, XYSense, Webcore, Condeco, fm:systems, Planon, Maximo

RE Strategy and Portfolio

Functions:
- Location strategy
- Portfolio strategy
- Estate management & utilisation
- Transaction management
- Account mgt
- Savings targets

Enabling systems:
- MRI Horizon, Planon, Superbyte, Valte, fm:systems, Webcore

Financial

Functions:
- Cash management
- Actuals vs. Budget
- Savings targets
- Insurance
- Circular economy contribution
- Reporting standards compliance

Enabling systems:
- SAP, Oracle, Dynamics, MYOB
- Spreadsheets

Requirements

Value, Services

Group Legal

People/HR

Compliance

Risk Management

- Sustainability/ESG stakeholder: responsible/able to influence/impact/improve
- RE Portfolio and Strategy stakeholder: responsible/able to influence/impact/improve
- RE Portfolio and Strategy: area of particular interest to Incendium
- Sustainability/ESG: area of particular interest to Incendium