

The Human Element

Lawrence Melton, The Building People LLC

All the technology in the world won't make a building perform well. Consider how to train staff and occupants to achieve sustainability goals. Making use of new technology, but ensuring that people know the best way to implement and use this technology, is critical for any high-performance building. Let's face it, it's all about the building right? Wrong. If you are looking for optimal results, you need to invest in the people. Not just the occupants in the building, but those who manage, operate and maintain. While technologies are designed to automate and improve the processes needed to operate these high-performance smart buildings, it still takes improved skill sets and a new performance standard to drive the savings. Remember, connecting is merely the first piece of the puzzle. The larger challenge is how to get the facilities team to manage the facility using a different model (or as some experts like to call it "propagating new norms") and setting the expectation that leveraging these systems will enable greater cost savings, specifically around the labour costs of the operation. This expectation has some industry experts assuming that these smarter, high-performance assets will eventually put people out of jobs. Simply put, that's nonsense. Our industry has seen technology evolve and be incorporated to a tremendous degree, and today more than ever, these technologies need expert facility managers to oversee, manage and optimize them.

Lawrence Melton, CEO and President, The Building People LLC

Lawrence Melton is the CEO and President of The Building People, LLC. With more than 25 years of federal executive service, Lawrence established the company in 2012 and found early success in its global reach to drive greater efficiency, investment and performance for their clients. The Building People, LLC provides full lifecycle real estate and facilities management solutions that maximize technology while setting new benchmarks. Today, they provide strategic support across federal, commercial and healthcare industries representing over 500 million square feet. Their team of experts is also managing more than 140 federally owned, leased and historic properties, and have recently completed internationally recognized asset management research across eight countries.