



The cafeteria at Dell's Bengaluru building.

administer a channel for feedback is its Annual Facility Survey, which witnesses the participation of more than 13,000 employees. The survey is conducted every year to measure and understand the employee's feedback, opinions, expectations, aspirations and satisfaction level. The results help the FM team to assess opportunities for improvement, suggestions, shortcomings, and then carve appropriate action plans.

Measuring the sustainability quotient

Corporate sustainability can be viewed as a new and evolving corporate management paradigm. Dell's review of its operational practices borrows elements from three established concepts – sustainable development, corporate social responsibility, and corporate accountability theory.

"Sustainability is a cause very close to my heart and am engaged with the company's corporate responsibility plan, which is committed to putting technology and expertise to work for the good for people and the planet. Dell has published its Sustainability 2020 Goal plan and we constantly work towards aligning with this plan," reveals Ohlyan.

Some of the measures adopted to achieve this goal are rainwater harvesting, installation of waterless urinals, use of treated sewer water for landscaping and WC flushing, installed aerators



Dell Noida.

on water taps. Ohlyan asserts on the fact that 100% of the facilities' water is recycled, which has helped them avoid withdrawal of fresh water from ground resources.

The buildings are equipped with organic waste convertors, with the capacity of 250KL that recycle waste generated from kitchen and landscape to produce manure. Robotic AC duct cleaners are deployed for increasing efficiency and improving indoor air quality standard of the facilities.

The Bengaluru and Hyderabad campus of the company have installed Oorja for sufficing partial fuel needs of the kitchen, which is sourced by converting agricultural waste into fuel. Oorja stoves are based on Gassifier technology, a technology patented by Indian Institute of Science, Bengaluru and exclusively licensed to First

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Energy (FE); with this technology, exceptional efficiencies are achieved with very low levels of SPm and CO/CO₂ ratio.

Further elaborating on their efforts, Ohlyan mentions "We have reduced facilities-related greenhouse gas (GHG) emissions by 5.5% and increased our worldwide purchase of renewable electricity. Now, more than 38% of our electricity is renewable — and we're well on our way to turning this into 50% by 2020."

Dell Gurgaon has recently commissioned their roof-top solar PV plant with the capacity of 90 KVV, while the Hyderabad office building and Chennai factory are currently being fitted with 350KVV of solar energy.

Their largest Bengaluru facility purchases green power from source for the facility, which provides for 3/4th of the energy consumption.

Branching out

As a member of NASSCOM, Ohlyan has embarked on two major projects – partnering with the Gurgaon police for community policing and the launch of the 'Green and Clean Gurgaon' initiative under the aegis of the government's 'Swachh Bharat' programme.

He also heads the north chapter of IFMA and steer its various initiatives. Based on comprehensive results developed through global job task analysis, IFMA's courses and credentialing programmes offer the most well-researched, all-encompassing professional development curriculum for facility managers. Facility professionals have the ability to take courses both online and on site.

Lack of availability of technical and non-technical manpower is one of the biggest challenges the industry is facing currently; and with the aim to address this very problem IFMA has recently tied up with RICS to formulate new programmes and courses for the FM fraternity catering to entry, middle and senior management levels. 