

# Refresh. x



## Lifting the Lid



When I look back at what we've achieved over the last 12 months – at the pace of the progress we've made and the breadth of coverage we've achieved, it's really great to see. Within weeks of working together, the team at Refresh became part of our extended team. They know our market, our products, and our goals – and they've taken them to heart, delivering campaigns, coverage, and content at a pace that's second-to-none. Importantly, they've challenged us along the way – helping us to question some of our norms. Last but by no means least, the team are fun, easy-going and enjoyable to work with – no matter who it is or what it's about, it's always an interesting conversation.



Lisa O'Neill  
Group Marketing Director

**EXPERT VIEW**

“Times are challenging but **health & safety must always be a priority** and should never be compromised by budget limitations or time restraints. There will always be hazards but implementing a **thorough maintenance regime will help facilities managers reduce the risks** posed by common industry occurrences such as damaged, worn and slippery surfaces or faulty equipment.”

Sue Swales,  
Technical Services Manager, Watco UK

**TOP 10 THINGS THAT POSE THE BIGGEST RISKS TO THE HEALTH & SAFETY OF THEIR FACILITIES**

1. Working at height
2. Damaged floors/surfaces
3. Incorrect installations
4. Faulty or damaged materials handling equipment
5. Facility downtime
6. Wet and slippery surfaces
7. Time constraints
8. Fire safety
9. Budget constraints
10. Having to meet changing standards and legislation

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Read the latest on health and safety for facilities managers

Facilities managers are now facing greater pressure and juggling more responsibilities than ever before. The list of priorities is still growing, with the addition of materials costs, labour shortages and evolving requirements – but health and safety must remain top of the list.

So, the team at **Watco** has conducted industry research into health and safety to help busy facilities managers better understand the challenges they face and how to manage them.

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The first report in our 'Lifting the Lid' series is now available, a guide for facilities managers on providing a safe environment for employees and visitors.

As any facilities manager will know, the impacts of poor general maintenance can cost a business in multiple ways - from productivity downtime to financial loss - but most importantly the health and safety of colleagues.

In this report, we explore the biggest health and safety risks keeping you up at night and share ready to use solutions from the experts to help you navigate these in 2023.

Download the full report today: <http://ow.ly/EtYy50NhAgO>

For more information on our 'Lifting The Lid' series visit: <http://ow.ly/soOQ50NhATX>

#WatcoUK #liftingthelid #facilitiesmanagement #healthandsafety

**The Critical Role Of Technology In Facilities Management**

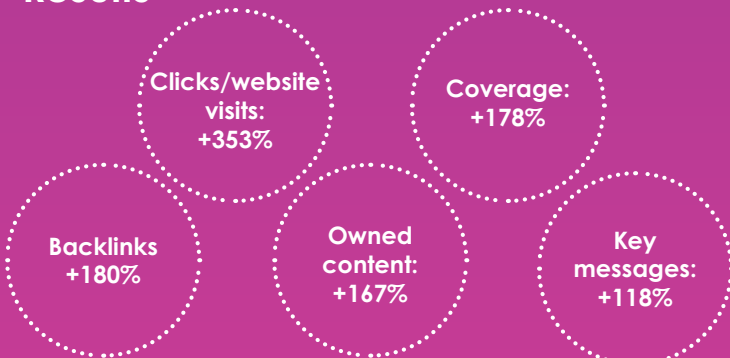
New research from Watco has revealed that almost half (45%) of facilities managers think that their business could become unviable in the next couple of years if it doesn't improve its digital technologies and skills.

The study found that 72% of facilities managers (FMs) admit that their business is slow to embrace digital innovation and 18% said that their biggest priority over the next year will be upskilling and training employees on new technologies.

The research from the UK's leading manufacturer and direct supplier for industrial paint and repair products also found that some innovations have already risen in popularity. In fact, 33% of FMs say that they are using customer portals, and almost a quarter (21%) said that customer portals will be the digital tool which will have the most significant impact on the sector in the next twelve months. This is because customer portals help to maintain a 'golden thread' of maintenance information, which is something that is set to become enshrined into law under the Building Safety Act, which is due to come into force in October this year.

On top of this, 55% of FMs are considering introducing resource and management software in the next two years. This software can help to schedule and plan maintenance activities, allocate resources more efficiently, and monitor equipment and facility performance in real time.

## Results



**WATCO**  
**STEPPING UP HEALTH AND SAFETY AT YOUR FACILITY IN 2023**