



TRAFIKVERKET

Swedish Transport Administration

Facility Management at Swedish Transport Administration

Bo Johansson

Strategic Facility Manager and Concept Owner Workplace and Security

Located in Malmö, Sweden

Background: Swedish Military Defence, IT-consultant and Facility Manager at Swedish Tax Agency



Facility Management at Swedish Transport Administration

- Short facts
- Facility Management and Facility Services
- HR 2025 and Facility Management
- Activity Based Working – Why ABW?
- How we use office space
- Some impressions
- How to succeed
- Questions



SHORT FACTS





Bringing Sweden closer together

Our mission

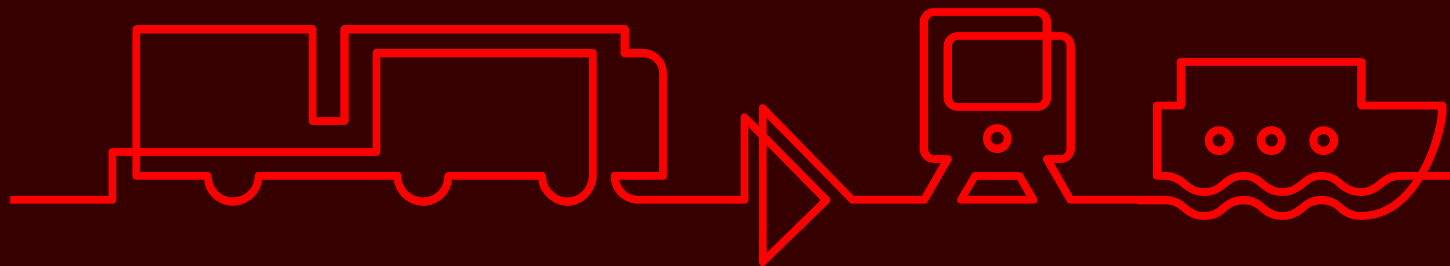
The Swedish Transport Administration is responsible for long-term planning of the transport system for:

- Road traffic
- Rail traffic
- Shipping
- Aviation

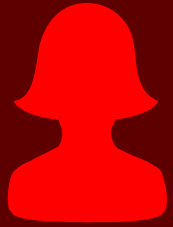




**Everyone arrives smoothly,
the green and safe way**



**We ensure efficient
and sustainable transport**



Director-General

Lena Erixon

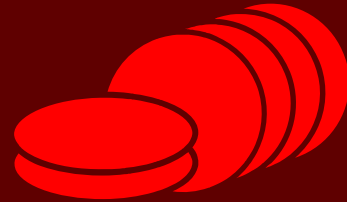
10 000

Employees

150

Different professions

Short facts



6,4 billion

Business volume 2019



FACILITY MANAGEMENT



HR – Head of Real Estate, FM and Security

Strategic FM

- 2 Concept Owners



6 regions

- 6 Facility Managers



Coor Service Management (external partner)

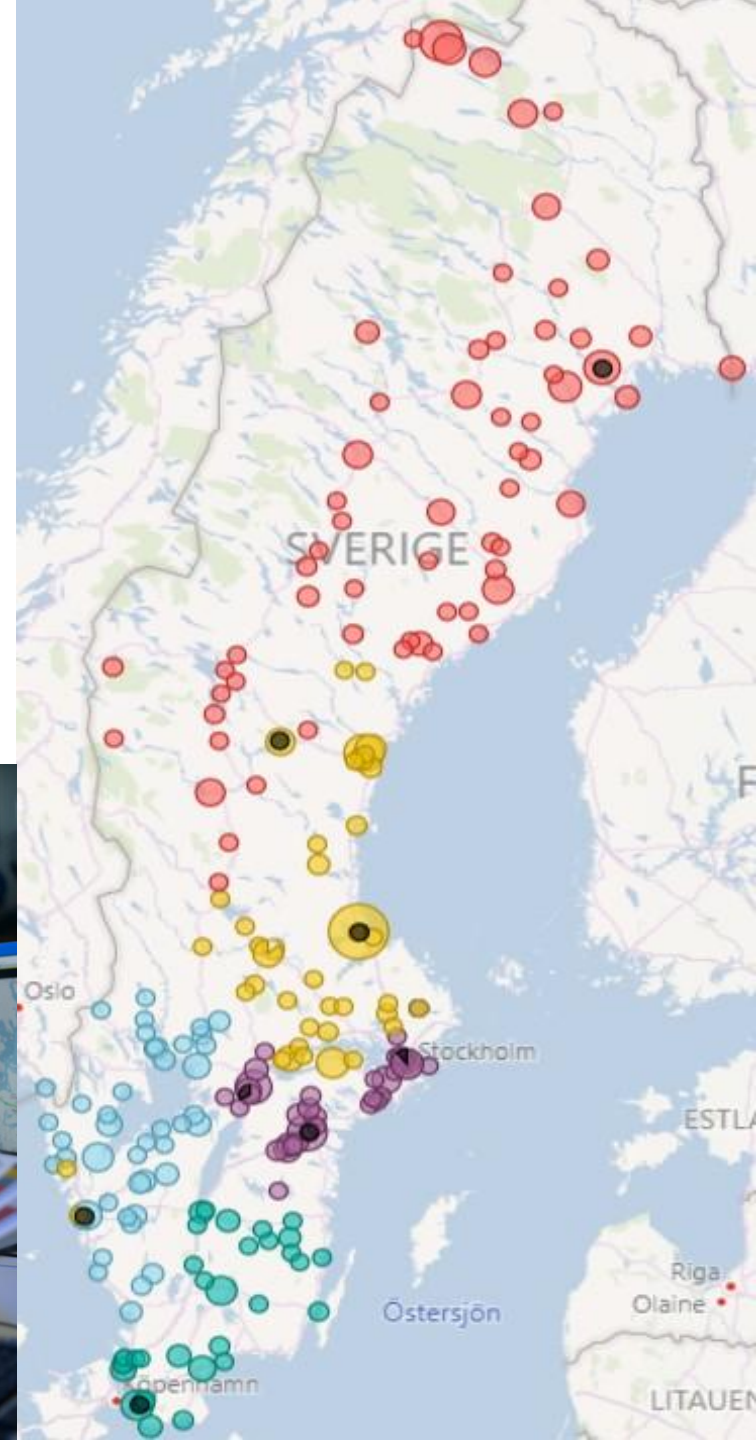
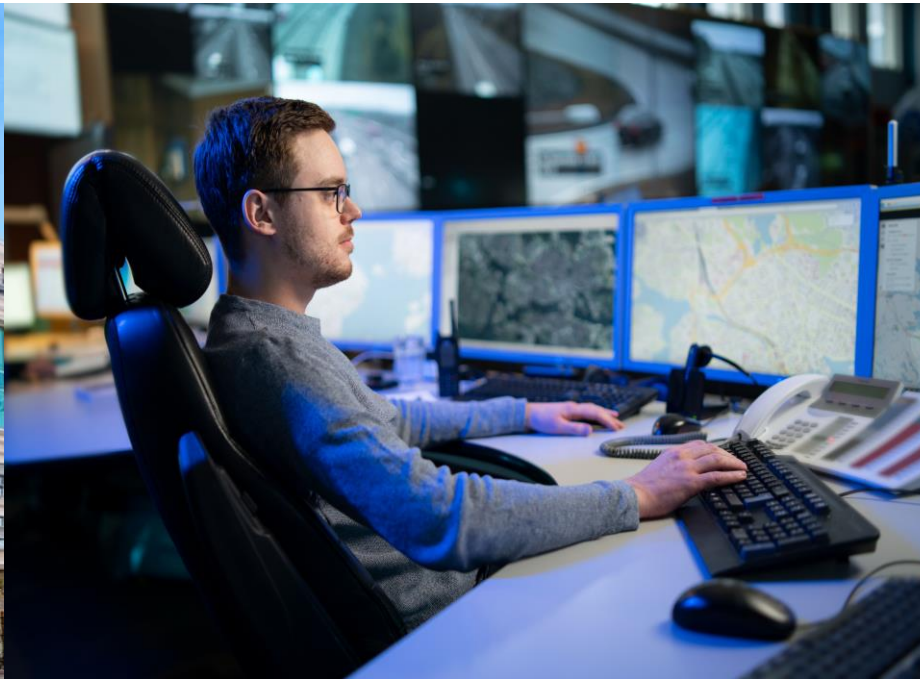
- Delivering 16 FM-services nation wide



Locations in Sweden

Totally 612 buildings and 160 rented offices

- Offices
- Buildings for technical instalations
- 8 Operating Traffic Centrals



FACILITY SERVICES



What do employees think about the office service?



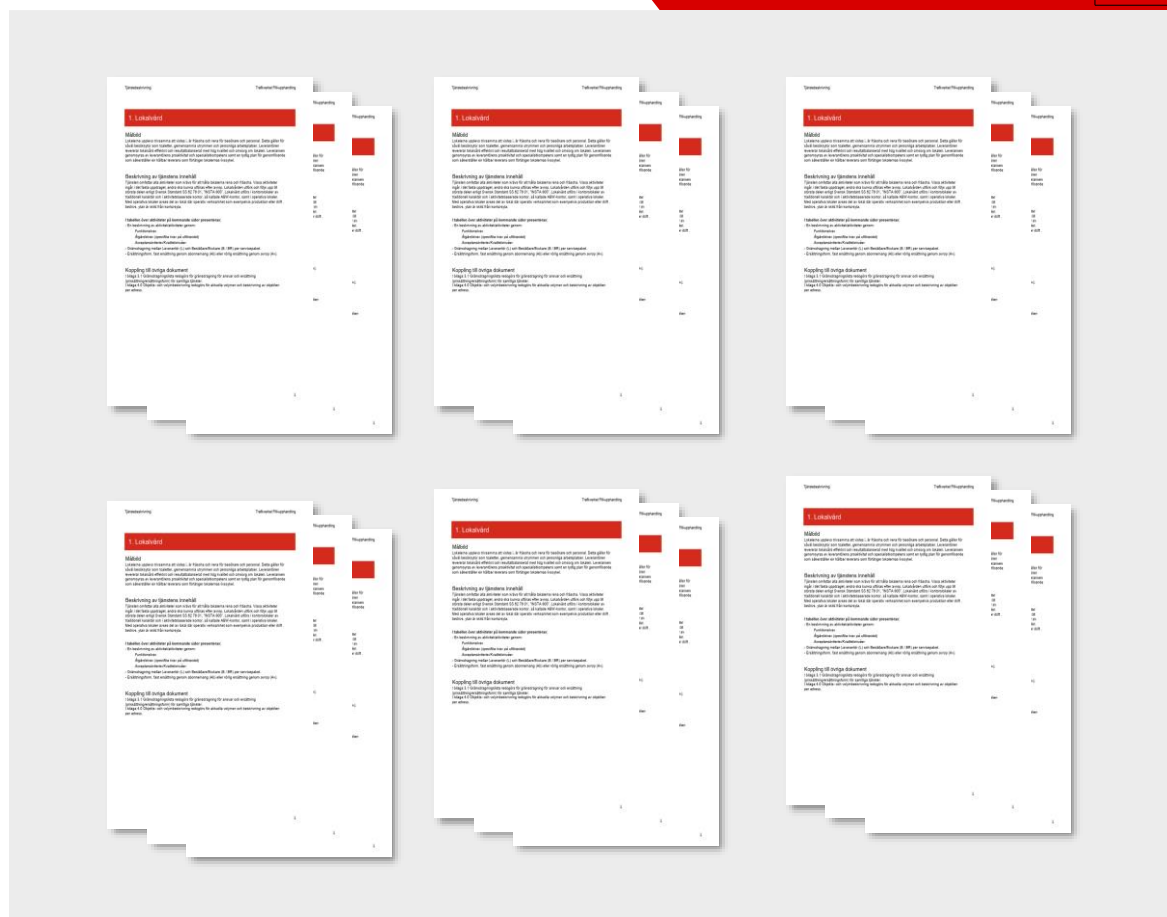
Survey
2020

There are a total of 16 service areas in the Coor agreement

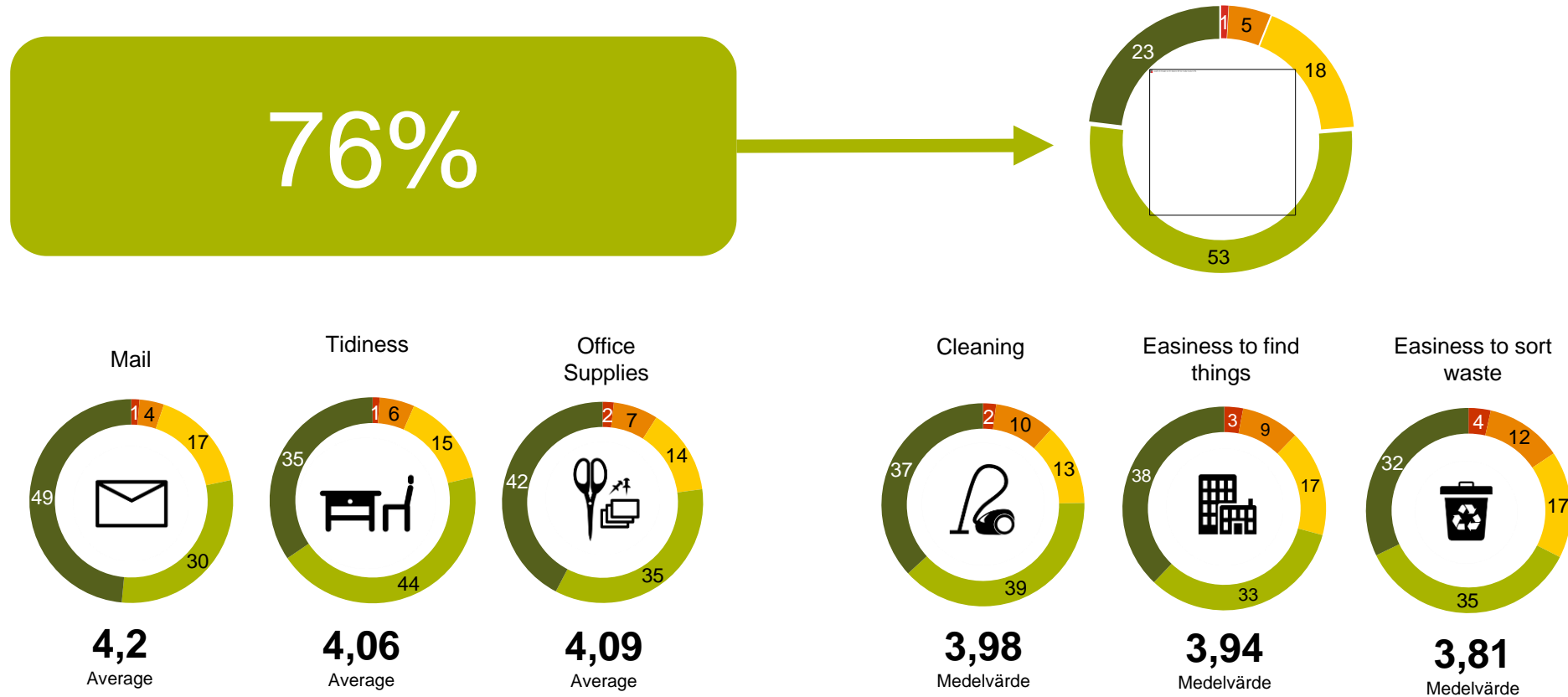
Services

1.	Cleaning
2.	Mail service and scanning
3.	Office supplies
4.	Reception, visitor service and deliveries
5.	Beverages and fruit
6.	Waste disposal
7.	Conference Service
8.	Furniture and furnishings
9.	Workplace equipment
10.	Security
11.	Space Management
12.	Tenant representative
13.	Property Management
14.	Company Cars and Parking
15.	Start and Stop
16.	Servicedesk

Service description

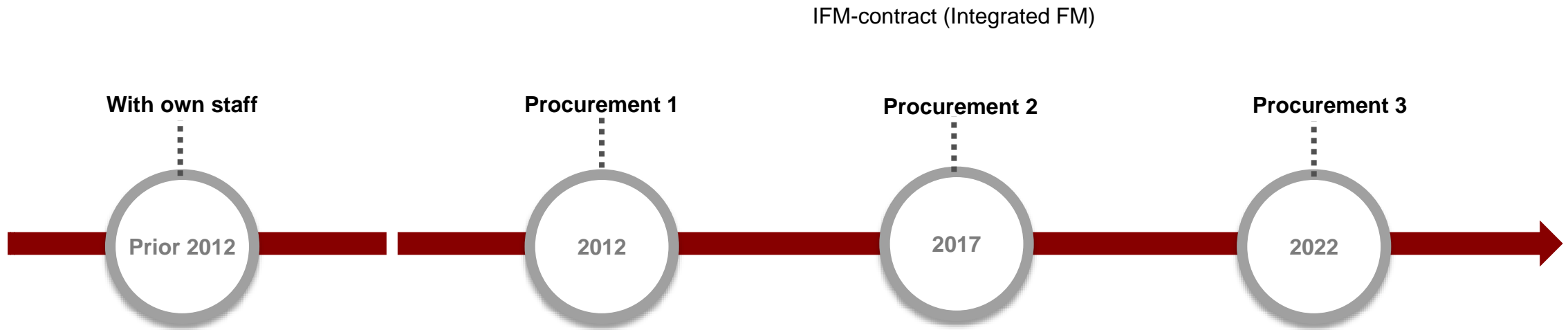


76% of our employees think that the office service lives up to expectations to a fairly or very high extent



A user index of 76% is better than the average when comparing similar organizations

Since 2012 The Swedish Transport Administration have done two public procurements and are now preparing for the third, valid until 2028 with the possibility of an additional two-year extension (2030)



New IFM-Contract autumn 2022

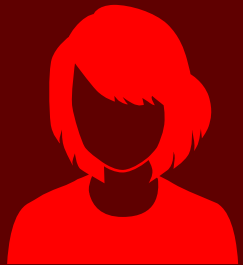
HR 2025 and FM



HR 2025

How can we develop the Facility Services?

The demography of employees



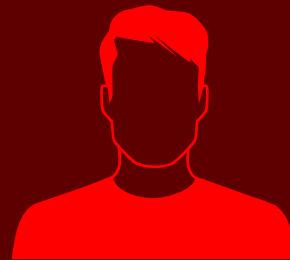
Generation Z

2002–
Stability



Millennials

1981–2001
Freedom & Flexibility



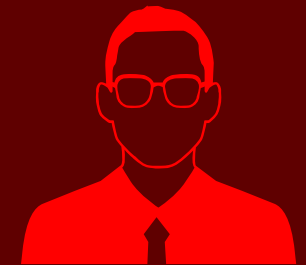
Generation X

Född 1961–1980
Work-life balance



Baby Boomers

Född 1945–1960
Job security



Traditionalister

Född 1909–1945
Homeowners



LIFE

What, why and how

What are we going to achieve?

Attractive and inspiring frameworks and conditions for a **sustainable working life** that meet both the business's and employees' needs in their **various phases of life**.

Why is this important?

In order to maintain our common ability to deliver results, we depend on the employees' overall performance being sustainable over time. The Swedish Transport Administration must therefore be an **attractive employer** for current and future employees.

How to achieve it?

- Strategic and systematic work to create **attractive conditions for a sustainable working life**.
- By **seeing differences as a strength**, which contributes to an open culture with mutual trust and trust among both employees and managers.

ACTIVITY BASED WORKING



WHY ABW?



Better collaboration and a more pleasant work environment

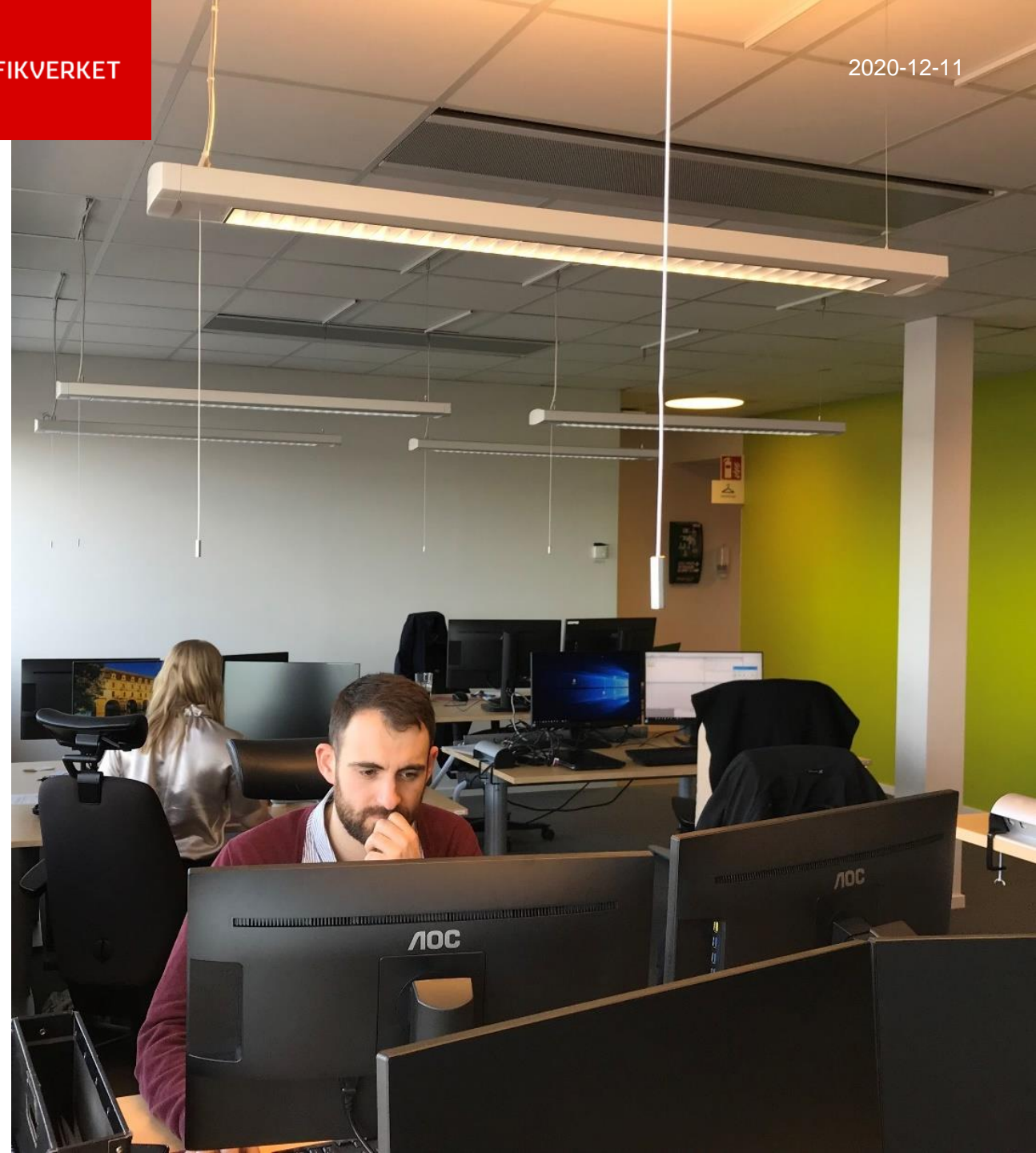
Better collaboration and a more pleasant working environment The Swedish Transport Administration's offices will reflect our values and contribute to us working more together.



Efficient and flexible use of the office space

Activity-based approach contributes to a more sustainable workplace over time:

- Economically
- Environmentally
- In a business where needs are changing



We also want to be an attractive employer

The work environment must therefore:

- be creative and stimulating
- be sustainable, modern and digitized
- facilitate cooperation



HOW WE USE THE OFFICE



Mandatory office rules

There are some mandatory rules everyone need to know

- We see the office as a **common resource**
- We **don't have** our own office space
- We have a **clean desk policy**
- We respect **everyones needs** of concentration
- We keep the office nice and tidy



OFFICE ZONES



Our offices are devided into different zones



Silent – Silent environment, no phone calls



Calm – Low voice, phone calls are avoided



Normal – Normal voice, mobile calls and online meetings are ok



Active – Normal voice, mobile calls and online meeting are ok



Our offices are devided into different zones



Silent – Silent environment, no phone calls



Calm – Low voice, phone calls are avoided

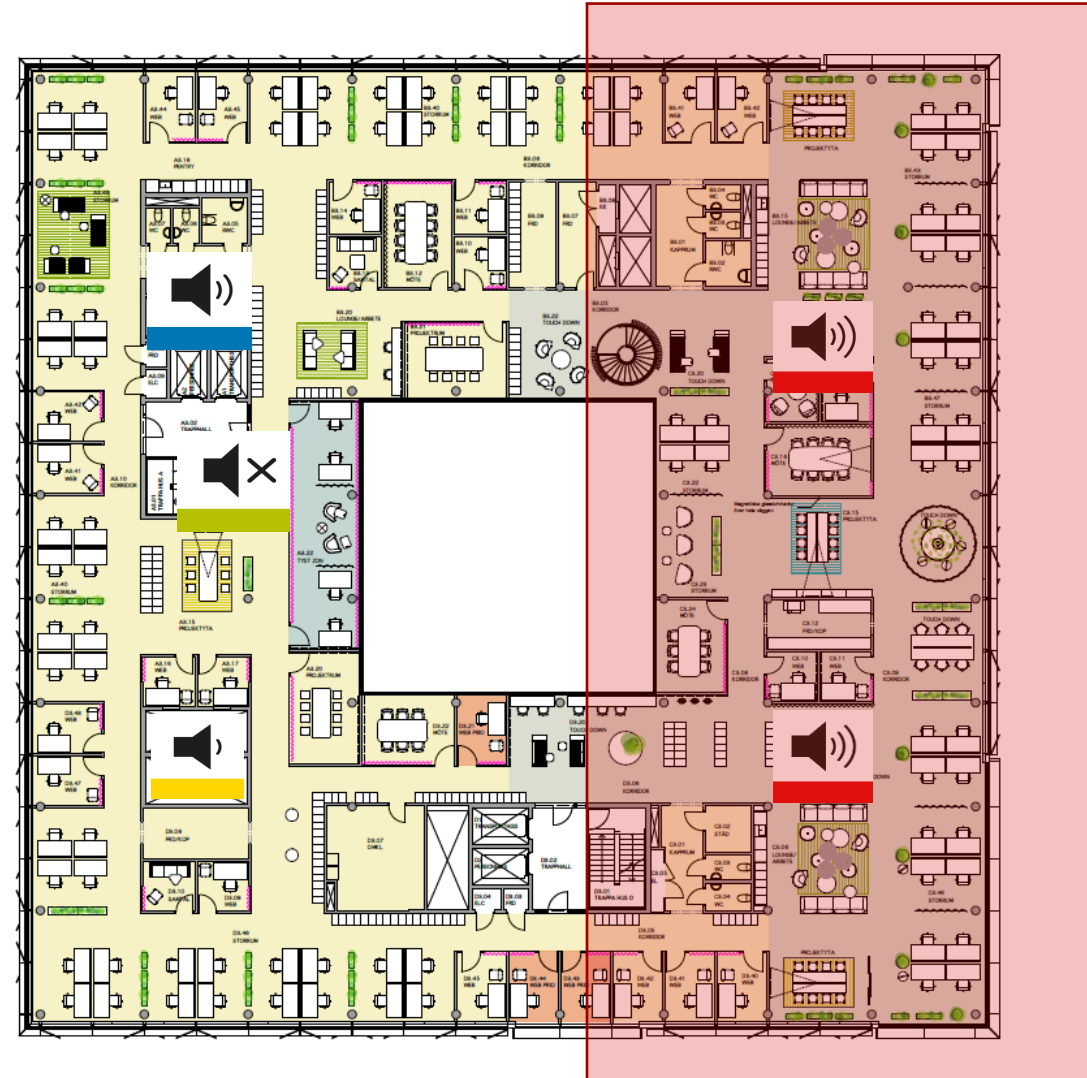


Normal – Normal voice, mobile calls and online meetings are ok



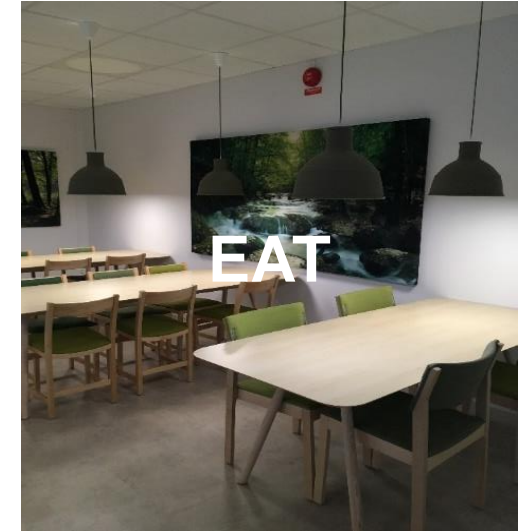
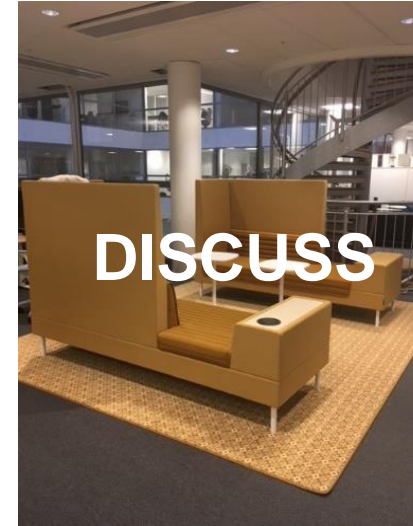
Active – Normal voice, mobile calls and online meetings are ok

By experience we know that the **Active zone** is the most popular



SOME IMPRESSIONS





SUCCESS FACTORS



HOW TO SUCCEED?

- MANAGEMENT **MUST** BE ONBOARD
- RUN AS A CHANGE MANAGEMENT PROJECT
- INFORM AND INVOLVE
- GOOD LEADERSHIP
- HAVE A HUMAN APPROACH
- EVALUATE AFTER 6-12 MONTHS AND IF NECESSARY MAKE ADJUSTMENTS
- CHANGES TAKE TIME – BE PATIENT



QUESTIONS?



Thank you!

Contact: Bo Johansson

bo.b.johansson@trafikverket.se

Mobile: +46 709 96 39 17

LinkedIn: [linkedin.com/in/bojohansson67](https://www.linkedin.com/in/bojohansson67)