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## Facilities & Environment Management Professional

■ TARGETED POSITIONS – OPERATIONS, FACILITIES & ENVIRONMENT MANAGER IN THE LARGE CORPORATE SECTOR ■

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**At First Rand Group, FNB, as a Facilities Manager, I spearheaded cross-functional initiatives to enhance operational efficiency, compliance, and environmental sustainability across facilities.**

**While serving as the Operations & Sustainability Manager at MUSTEK Limited, I led the development and implementation of the company's first Carbon Footprint & Environmental Policy Plan, driving operational excellence.**

**My tenure at MTV Europe & AOL (UK) Ltd in London provided invaluable international experience in managing complex operations, implementing sustainable practices, and leading continuous improvement projects.**

**As a Certified Energy Manager, IOSH and BIFM qualified professional, and holding business degrees, I offer expertise in delivering operationally efficient, compliant and cost-effective solutions. With international experience in operations management, I have a proven track record of pioneering projects, formulating strategic plans, and leading teams to achieve savings, regulatory compliance, service optimization and sustaina**

**bility goals.**

— *Summary of Advanced Skills and Industry Expertise* —

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Facilities Management - Overseeing end-to-end operations across multiple sites/facilities including vendor/contractor management/maintenance/implementation of health, safety, environment and quality management systems/risk assessments/regulatory compliance audits. Planned and executed corporate events/team-building initiatives/cross-functional collaboration to align operations with organizational objectives and budgetary constraints. Managed staff overseeing facilities maintenance/cleaning services/hospitality operations. Expertise in streamlining processes/driving operational excellence/fostering cross-departmental alignment to achieve targets.

**Property Management / Utilities & Services / Procurement / Disaster Management / Certified energy manager, Renewable Energy / 5\* Green Buildings / Carbon Reduction Plans / Recycling / People & Team Management / Coaching & Mentoring / Budget Management**

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## CAREER HISTORY

### Facilities Manager, REMS | First Rand Group (Johannesburg), FNB: April 2016 – present

Led comprehensive facilities management operations and maintenance for a diverse portfolio of the BankCity precinct retail and commercial properties across South Africa, developing and implementing strategies to optimise asset lifespan/achieve cost savings/enhance operational efficiency. Spearheaded maintenance programs and facility upgrades, ensuring optimal performance and tenant satisfaction while adhering to strict budgetary controls and regulatory compliance.

#### Key Responsibilities and Achievements:

##### Portfolio Management & Maintenance Optimization:

- Developed and implemented a preventive maintenance program, reducing reactive maintenance and increasing equipment lifespan.
- Established KPIs and SLAs for maintenance activities, achieving the compliance rate

##### Tenant Relations & Support:

- Implemented a customer-centric service culture, improving tenant satisfaction scores from 75% to 92%
- Advised and assisted tenants in meeting their maintenance obligations while balancing landlord responsibilities
- Ensured all building facilities adhered to proper safety standards and cleaning procedures across multiple locations

##### Budget Control & Financial Management:

- Managed an annual operational budget of R100 million, consistently achieving 5% cost savings through efficient resource allocation and process improvements
- Prepared and implemented project budgets and timeframes for various facility upgrades and refurbishments

##### Health, Safety & Compliance:

- Ensured compliance with all relevant health, safety, and environmental regulations across the property portfolio
- Advised and assisted tenants in meeting best practice, health and safety requirements for all equipment and building provisions

##### Project Management & Facility Upgrades:

- Led cross-functional teams in planning, designing, and implementing facility upgrades and refurbishments
- Managed complex multi-site projects, including a modernisations project of the last 5 years.

##### Innovation & Continuous Improvement:

- Researched and implemented IoT-based predictive maintenance solutions, reducing equipment downtime by 40%
- Initiated and led company-wide sustainability programs, resulting in recognition as a leader in corporate environmental responsibility

**Operations Manager | Energy Manager MUSTEK Limited (Midrand): Feb 2009 – April 2016** (I wanted to move to a company with a larger property portfolio)

[Mustek is the largest assembler and distributor of PC computers and ICT products in South Africa, a JSE listed enterprise with headquarters in Midrand.]

Led the Facilities Management and Energy portfolios, developing and implementing strategies to optimize ROI, achieve cost savings, and enhance sustainability. Spearheaded energy projects and innovations, including research into commercially viable renewable energy solutions.

**Key Responsibilities and Achievements:**

**Energy Management & Sustainability:**

- Developed and implemented Mustek's first Carbon Footprint and Environmental Sustainability Policy, reducing carbon footprint by 14% in the first year, following ISO50001 guidelines
- Designed and installed a 220kWp Solar Photovoltaic system, combined with a complete LED lighting retrofit, achieving 45% (R200k per month) electricity savings
- Implemented comprehensive environmental sustainability programs, including water recycling and energy efficiency initiatives

**Operations & Maintenance:**

- Managed facilities operations for multiple sites, ensuring optimal performance and minimal downtime
- Developed and implemented a comprehensive preventive maintenance program, reducing reactive maintenance by 35%
- Retendered and reviewed Service Provider contracts, implementing SLAs to maximize Cost vs. Service Delivery, resulting in 20% cost savings
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**Strategic Planning & Project Management:**

- Led cross-functional teams in planning and executing facility upgrades and energy efficiency projects
- Developed new financial models for operational and capital expenditure, improving budget accuracy by 25%
- Implemented a comprehensive disaster management plan, enhancing organizational resilience

**Health, Safety & Compliance:**

- Ensured full compliance with Health & Safety regulations across all facilities
- Conducted regular risk assessments and implemented mitigation strategies

**Financial Management:**

- Managed an annual budget of R50 million, consistently achieving cost savings through efficient resource allocation and innovative solutions
- Negotiated lease agreements and service contracts, resulting in 15% reduction in operational costs

**Innovation & Continuous Improvement:**

- Pioneered the adoption of renewable energy solutions within the company, positioning Mustek as an industry leader in sustainability
- Researched and recommended new commercially viable energy products, contributing to the company's product portfolio diversification

## **Facilities Manager | MTV Europe (London, UK) March 2006 – Feb 2009** [\(Came back to South Africa\)](#)

Led comprehensive facilities management and operations for MTV Europe's Head Office, overseeing critical infrastructure and systems to ensure uninterrupted broadcasting operations. Reported directly to the Director of Facilities Management.

### **Key Responsibilities and Achievements:**

#### **Operations & Maintenance Management:**

- Developed and implemented a robust preventive maintenance program for critical broadcasting equipment and building systems, reducing equipment downtime by 30%
- Managed a team of Facilities Coordinators and technical staff, ensuring 24/7 operational readiness
- Implemented KPIs and SLAs for service providers, improving overall service quality and response times by 40%

#### **Energy Management & Sustainability:**

- Initiated and led energy efficiency projects, resulting in a 15% reduction in energy consumption
- Implemented a comprehensive waste management and recycling program, reducing landfill waste by 25%

#### **Project Management:**

- Successfully led a large-scale office relocation project, including space planning using AutoCAD, minimizing disruption to broadcasting operations
- Planned and executed a major refurbishment project, upgrading facilities to improve energy efficiency and workplace productivity

#### **Technical Infrastructure:**

- Oversaw the implementation of new security access control, CCTV, radio communications, and TV distribution systems, enhancing facility security and operational efficiency
- Managed the maintenance and upgrade of critical HVAC systems to ensure optimal performance in studio and server room environments

#### **Health, Safety & Compliance:**

- Developed and implemented comprehensive health and safety protocols, including fire evacuation plans, ensuring 100% compliance with UK regulations
- Conducted regular risk assessments and safety audits, maintaining an accident-free workplace

#### **Asset Management:**

- Established and maintained a detailed asset register for all facility and broadcasting equipment, improving inventory accuracy by 95%
- Implemented a lifecycle management approach for critical assets, optimizing maintenance schedules and replacement planning

#### **Budget Management:**

- Managed an annual facilities budget of £5 million, consistently achieving 10% cost savings through efficient resource allocation and strategic vendor negotiations

#### **Continuous Improvement:**

- Regularly researched and recommended new technologies to improve facility operations and energy efficiency
- Developed and implemented staff training programs on new systems and safety procedures, improving overall operational efficiency

## CAREER HISTORY: EARLIER POSITIONS

**Senior Facilities Specialist | AOL (UK) Ltd, June 2004 – 2006 March.** (Wanted to become a manager)

Providing comprehensive support to the Manager of Facilities and Health & Safety. Notably took the lead in the following areas: Training; Building Planning; Relocations/Moves; Floor Plans; M&E and General Maintenance Supervision; Security and Access Control; Waste Management; and Recycling.

**Facilities Support Contractor | ORANGE FT (London, UK), July 2002 – June 2004.** Working within the Maintenance Department, reporting to the Facilities Manager. Functions covered Building Planning; Desk Arrangement; Contractor & Vendor Performance Monitoring; Health & Safety; and Access Control. (This was a contract position)

**Regional Supervisor | Magicom SA (Marketing & Communications), Jan 2000 – July 2002.** Supervised in-store promotional sales reps and stands. (moved to the UK)

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## EDUCATION & PROFESSIONAL CERTIFICATIONS

- BA 4-year Degree in Business | North West University
- Business Management Hons | North West University
- Certified Energy Manager, member of the association of energy engineers.
- Certified Member of the British Institute of Facilities Management (BIFM)
- IOSH Certified and related Health and Safety certifications
- Certified Carbon Footprint Analyst and solar designer and installer
- Postgraduate Management Development Program | Unisa School of Business Leadership, 2011
- STRATA PC Certificate and CompTIA A+ and other related PC certifications including artificial intelligence courses
- Currently studying post graduate diploma in Management
- Various online course thought the internal company preferred platform, Udemy

## PERSONAL DETAILS

**Full Name** | Petrus Wilhelm van Rooyen

**Date of Birth** | 1977/12/10

**Nationality** | South African

**Email address** | [petervanrooyen@duck.com](mailto:petervanrooyen@duck.com)

**Cell phone number** | +27798607245

*[References Available on Request.]*