



Interview to:

**Lilyana Mejía**

*Real Estate and Asset*

*Management Director at Bancolombia*



Today in this section we introduce Lilyana Mejía, Real Estate and Asset Management Director at Bancolombia. Lilyana will be one of our speakers at CIFMers LATAM next week. In this interview she shares with us her vision as Facility Manager of the biggest private bank in Colombia.

**1. Could you tell us how your daily activity as an architect working in Facility Management is?**

It's a very active every day. My role as the company's Facility Manager is to work with the business' needs to accomplish our strategic goal, which is to become "A more human bank that transforms people's lives". In order to do this we must:

- Work towards the wellbeing in spaces and facilities, achieve pleasing and worth remembering experiences for the people the company gets involved with.
- Answer the needs related to space capacity.
- Answer the efficiency goals related to support and operational costs.
- Answer the service's needs from the services managed within our facilities.
- Answer the facilities' sustainability needs collaborating with eco-efficiency and with the company's goals.
- Support with space the company's definitions of culture, collaboration, new ways of working and projects.

**2. From your point of view, how are the new ways of working influence workspaces in Colombian organizations?**

I think that within Colombian companies there are many important subjects taking place, some are common to the rest of the world and others are particular matters that have influence in the way we work. First, we find that for the first time in the office's world we have three generations working in the same space and this brings an important challenge related to how we this fact can get adapted to the reality of every organization and to its transformation towards the future. Second, mobility and teleworking, which is the subject of a new law and opens horizons to achieve important goals in hiring people with disabilities, in space optimization and in improving life-work balance by giving people time that was previously used in transportation. And third, I'd say that innovation and globalization should get into Colombian companies as the only path to survival. We want spaces that really encourage collaboration, co-creation, teamwork, the bust of ideas, talent retention, that promote productivity and that help Colombia companies to be competitive and world-class.

**3. Bancolombia developed a great project to get together many offices in one building, the General Direction building. Could you present the major guidelines of this project?**

This projects has been more than a project, it's been a program I'd say, because from my point of view a corporative building is a living organism and we must find the way to make it answer the company's needs. In a starting phase the project tried to integrate more than 17 offices from 3 different companies in one building after a merge and each of them had a different culture and space standards. This meant that we needed to build an office building with the highest number of workstations in Colombia, with over 4200 workstations; we needed to deliver successful change management to get all of them to the new organizational culture aligned with the new technological platform and we also needed to start the building operation of the different services with high standards. From that moment on we have been working on adapting the building to permanent structure changes, to new models of work and to mobility needs, always trying to make the building a facilitator for the company's challenges.

**4. How do you expect that CIFMers LATAM contributes to the FM sector in Latin America?**

In general Facility Management has still important challenges in the region. From my point of view, the first one is to position as a discipline that can add significantly to companies' goals due to its integral approach and strategic alignment. With this, it can be achieved that suppliers and managers transform their own point of view towards service management, with an efficient and measurable approach and with high standards, which is a key factor. CIFMers LATAM will be a useful event because it will allow us to start building a collective learning, because it will present good practices and new possibilities to the attendants, because it will help to build and strengthen relationships that will help us improve as a professional sector and to sell our big contribution to our companies.