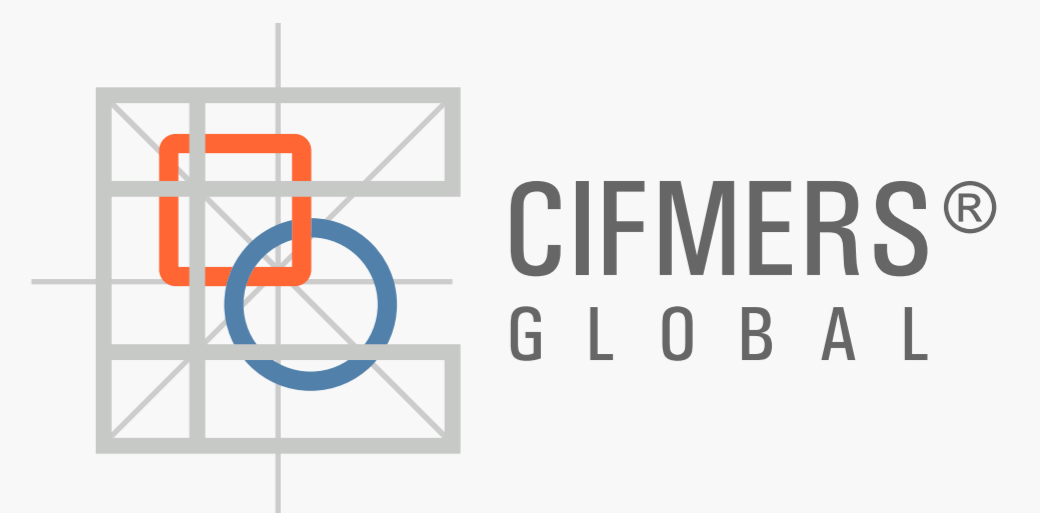




Interview with:
Paul Cannock

*Head of the Estates and Facilities Management
Department at European Space Agency (ESA)*



Today we interview Paul Cannock, Head of the Estates and Facilities Management Department at European Space Agency and one of the speakers in the EFMC, to share with us his vision on Facility Management.

1.- Where is the FM department within the organizational chart of ESA?

My Department sits alongside Finance, HR and IT within the Directorate of Internal Services. We work together to provide outstanding services to the core business of ESA.

2.- Apart from satellites, what other things do you take care of?

You're right, we do look after the logistics support of various satellites and of course we provide support to spacecraft operations rooms and an environmental test centre. The range of other tasks is enormous across nine European sites. We also have little add ons like Agency travel management, crisis management and industrial health and safety policy which impacts on our operations around the globe.

3.- What are the most difficult or sensible services you take care of? And what is the most difficult thing you had to do for an astronaut?

We look after a range of highly complex facilities where accuracy, reliability and attention to detail are imperative. When you are supporting launch events or complex space manoeuvres you don't want the lights to go off! The Department also provides physical security services - something that we take immensely seriously. The Head of the Astronaut Corps is a close colleague and we provide a wide range of services to his team. We are providing our range of expertise as we think about the challenges of getting to Mars! Recently we also had to construct facilities to support astronaut return - historically this was provided in the USA.

4.- What are the next projects or objectives for the FM department?

Well, Facilities Management never stops so picking highlights is difficult. We are working hard on a major project to rebuild the ESA HQ in Paris and we continue to refine our approach to FM Service procurement. I work up an agreed set of objectives with my management team and we monitor progress carefully - I will certainly discuss business analysis at the conference.

5.- What are you the proudest of, after all these years at ESA?

I am most proud of developing a highly effective and dedicated team whose work is recognized across ESA. We consistently do more with less but always seek to rise to the next challenge - I suppose for us the sky is not the limit!

6.- You will participate in the next EFMC in Sofia as a speaker, what do you expect of the event?

I look forward to listening and learning from fellow FM professionals. If you do ever stop learning, it is time to retire! We much value these opportunities and always know that we must seek continual improvement. Some of the things we do are unusual (and ok pretty cool!) but for the most part Facilities Management skills and tasks are similar across the spectrum of the core businesses we support.