

Community Rules & Standards

How the FMHub Global community works, and what keeps it useful

The FMHub community only works if it stays genuinely useful for working FM professionals. These rules exist to keep it that way — not to restrict discussion, but to keep it on-topic, respectful, and free of the promotional noise that makes most industry forums unusable within a year.

Community categories

Post in the category that matches your topic — it's how other members find and answer questions.

Category	What belongs here
Announcements	FMHub team posts only — platform updates, new templates, events.
Hard FM & Engineering	Building services, plant, M&E;, PPM, asset management.
Soft FM & Services	Cleaning, catering, security staffing, grounds, reception.
Compliance & Statutory	Legislation, inspections, statutory registers, audits.
Health & Safety	Risk assessments, RAMS, incident learning, CDM.
Security	Manned guarding, access control, CCTV, DS-SIA licensing.
Sustainability & ESG	Energy, carbon reporting, waste, ESG frameworks.
Procurement & Contracts	Tendering, contract structures, KPIs, supplier management.
Projects & Mobilisation	Fit-outs, refurbishments, contract mobilisation/exit.
Career & Professional Development	Qualifications, CPD, career moves, mentoring.
Middle East / GCC	UK, UAE and wider GCC regulatory and market discussion.
Supplier Introductions (moderated)	Supplier posts only — reviewed and approved before publishing.
General Discussion	Anything relevant to FM that doesn't fit elsewhere.

What's encouraged

- Genuine questions — including ones you think are basic. Most members have the same question.
- Sharing what actually worked (or didn't) on a real project or contract.
- Constructive disagreement — different regions and sectors do things differently, and that's useful to surface.
- Supplier introductions, posted in the Supplier Introductions category only.

What's not permitted — immediate removal

- Supplier promotion outside the designated Supplier Introductions category.
- Personal attacks or harassment of another member.
- Sharing FMHub content (templates, guides, assessment results) outside the platform.
- Defamatory or discriminatory content of any kind.

Criteria for approval

Some content is approved before it appears. Approval follows set criteria, so decisions are consistent and members know what to expect.

New members' first three posts

- On topic for FM, and in the right category.
- Respectful in tone — no personal attacks, no discriminatory or defamatory content.
- No promotion of a business, product or service.
- No client-confidential, personal or commercially sensitive information.
- No FMHub content (templates, guides, assessment results) copied out of the platform.

Supplier Introductions

- The business is a genuine FM supplier, and the member posting is authorised to speak for it.
- The introduction is factual: services, coverage area and accreditations the supplier can evidence.
- No claims that can't be verified. "Verified" is used only where FMHub's own verification criteria have been met.
- Any affiliation is declared, and each supplier posts in this category only.

Founder's approval and final decisions

The FMHub team applies these rules day to day. **The founder, Karl Haynes, has final authority** over: removal and suspension decisions that are appealed; any exception to these rules; and the appointment and removal of Community Leads (see the Community Lead Programme). To appeal a decision, email admin@fmhubglobal.com within 14 days with the post or decision you are asking about. The founder's decision on an appeal is final.

Legal disclaimer

Every post in the community carries this notice: "Content represents the views of individual members only. It does not constitute professional, legal, regulatory or technical advice. Always consult a qualified professional before acting on anything read here."

Moderation & enforcement

Check	Frequency	Typical time
Approval queue (new members' first 3 posts)	Daily, morning	5–10 min
Unanswered questions	Daily	10–15 min
Flagged content	As flagged	Target: within 24 hours
Community health check	Weekly	15 min
Community Lead check-in	Monthly	30 min call

A report/flag button is available on every post. Reported content is reviewed within 24 hours; unanswered genuine questions are followed up within 48 hours.

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