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Arcus FM Introduces Meta Glasses to Support Refrigeration Engineer Training

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Arcus FM is introducing Meta glasses across its refrigeration team as part of a wider effort to strengthen technical training, improve remote support and help tackle the growing engineering skills gap within facilities management.

The wearable technology allows engineers working on site to share live visual feeds hands free with experienced colleagues, enabling real time technical guidance and support during complex tasks.

Arcus said the approach is designed to give developing engineers access to practical coaching while working in live environments, helping them build confidence and capability more quickly.

The initiative forms part of the company's broader investment in internal technical development, traineeships and workplace learning programmes.

Supporting skills development in a specialist sector

The refrigeration sector continues to face a shortage of experienced engineers, with demand for technical expertise outpacing available talent across the industry.

Arcus said the introduction of Meta glasses is intended to help shorten the gap between training and operational productivity while maintaining safe and effective service delivery for customers.

The technology also allows experienced engineers to provide support remotely, reducing the need for additional site visits and helping improve overall operational efficiency.

By cutting unnecessary engineer travel, the company expects the initiative to contribute to wider sustainability objectives through reduced vehicle movements and lower emissions.

Real time guidance and hands free support

Ricky Stevens, Director of Operations for Refrigeration at Arcus FM, said the technology has been introduced to complement existing training and development programmes.

“Refrigeration is a highly skilled area and developing that capability takes time,” he said.

“At Arcus, colleagues already go through structured learning and development, and the Meta glasses enhance that experience by giving them real time support while they are working on site.”

Stevens said the practical nature of the technology was a key factor behind its adoption.

“What we like about the technology is how practical it is,” he said.

“An engineer can get guidance from someone experienced while staying hands free and focused on the task in front of them.

“It helps colleagues build confidence, apply their learning in live environments and shorten the time between training and productive delivery.”

Arcus said it will continue assessing how the technology supports engineer development, operational productivity and customer delivery, with the potential to expand its use into other technical service areas in future.