

Introduction

This study involves the measurement of attitudes and behavior of facility managers in relation to implementing sustainability initiatives at their organizations. Previous studies were conducted in September of 2002 and 2005; however, this 2008 survey was expanded significantly. The first question was kept the same, but the balance of the questions was updated to reflect current practices.

1. Which one of the following statements best describes your facility's/organization's attitude toward green building concepts?

2008	2005	2002	Green Initiatives
17%	11%	8%	We are following a master plan to implement all feasible green concepts at our facility.
65%	59%	61%	We are implementing selected green building concepts, but without a master plan.
13%	17%	15%	We haven't implemented any green strategies, but will do so within the next two years.
5%	13%	16%	We haven't implemented any green strategies, and do not plan to do so

2. Are you working to make your facility more sustainable?

92% Yes
8% No

3. Do you have specific and measurable goals related to sustainability?

92% Yes
8% No

4. Are these goals linked to your organization's business strategy?

79% Yes
21% No

5. Are there any outside entities which are forcing your organization to make changes? If so, who are they?

13% Grant providers
67% Customers
8% Building neighbors
46% Government (city/state/provincial/federal)
10% Institutional investors
Other: students, faculty, architects, tax payers, landlord

6. Who within your organization is driving sustainable initiatives?

- 89% Facility management
- 21% Employees
- 17% C-suite
- 8% Marketing
- 8% Building owner
- 4% Human resources
- 3% Students
- Other: Environmental Health and Safety, Sustainability committee

7. Who is in charge of sustainability initiatives within your organization?

- 26% We have designated someone to handle sustainability in addition to his or her other duties.
- 32% No one individual or group has been designated.
- 35% Sustainability initiatives are handled by a group or committee.
- 8% We have a person solely dedicated to sustainability initiatives.

8. When suggesting or implementing sustainable initiatives, what type of challenges have you experienced?

- 73% Financial challenges
- 55% Balancing sustainable initiatives with other FM duties
- 47% Educating or retraining employees
- 30% Obtaining buy-in from management to foster the cultural changes needed
- 19% As a tenant, we have limitations in what we can do
- 19% Accreditations which can be cumbersome or costly to implement
- 17% Sourcing sustainable products
- 10% Inability to provide generally accepted financial indicators to share at the C-level
- 10% Finding knowledgeable consultants
- Other: permitting challenges, finding time

9. Which of the following broad sustainable initiatives have you implemented within your organization?

- 90% Recycling
- 85% Energy conservation
- 67% Waste reduction
- 54% Water conservation
- 38% Transportation alternatives
- 34% Landscaping
- 24% Use of alternative fuels/renewable energy
- Other: Re-use of furnishings and supplies, compressed work week

10. If you were asked to address energy use within your organization, what hindrances exist that would prohibit you from starting immediately?

- 71% Cost of implementation
- 40% Budget, seed money
- 35% Other FM priorities that compete with sustainable initiatives

- 24% Inability to measure consumption/metering
- 24% Employee buy-in
- 22% Organizational buy-in
- 14% Need a champion to push for change
- 14% Diminishing rebate programs
- 10% Building owner
 - 8% Not knowing where to go to find the appropriate information
 - 5% Finding and training building engineers
- Other: Resistance to change practiced by unions

11. Have you developed sustainable practices related to energy usage? If so, what have you done?

- 74% Adjusted operating hours of HVAC
- 72% Retrofitted or upgraded lighting
- 66% Installed lighting sensors
- 65% Replaced equipment with newer, efficient equipment
- 63% Set back thermostat
- 36% Increased energy consumption monitoring
- 35% Negotiated with energy suppliers
- 19% Re-commissioned building systems
- 18% Installed energy-saving glass
- 13% Using alternative fuels or renewable energy sources (solar, wind)
- 4% We have not implemented any sustainable practices related to energy

Other: Installed energy efficient roofing systems, changed cleaning hours, installed circuit timers on electric hot water heaters, installed reduced fan speed regulators

12. Have you developed sustainable practices related to water? If so, what have you done?

- 57% Low-flow fixtures
- 54% Fixtures with sensor or automatic turn-off
- 34% Irrigation system controls/sensors
- 27% Native vegetation planting
- 22% Aerators
- 13% Waterless urinals
 - 8% Use of gray water/rain water harvesting/cisterns
- 18% We have no sustainable practices related to water

Other: Constructed a waste water treatment plant to collect all waste water, re-use water in manufacturing, use well water for flushing and rainwater for domestic use treated by reverse osmosis.

13. Have you developed sustainable practices related waste? If so have you implemented?

- 93% Recycling (computer parts, light bulbs, carpet, ink cartridges, card board)
- 78% Paper shredding
- 28% Eliminating use of Styrofoam or other plastics
- 19% Waste stream audits
- 18% Construction debris - Sheet rock

- 10% Composting
- 2% No sustainable practices related to waste
- 2% Charging users for waste

Other: Use of hand dryers instead of paper towels, organic waste pick up, eliminated copiers by only using printers.

14. What efforts are underway at your organization to promote sustainability in the food service operations?

- 48% Don't offer or manage food services
- 39% Recycling plastic and aluminum
- 27% Use of recycled napkins in environmentally friendly containers (limits usage)
- 24% Use of alternative utensils in lieu of plastic
- 17% Sustainable purchasing (e.g. Reduce shipping distance for food products thus reducing carbon footprint)
- 12% Changes in carry out packaging
- 9% Procedural changes in food service preparation
- 9% Composting food waste

Other: Recycle oil from fryers, trayless cafeteria, use of mugs instead of paper cups

15. Are you working towards making changes to policies, practices or occupant behaviors? If so, what challenges have you encountered?

- 63% Difficult to change ingrained behaviors
- 52% Misconception of what sustainability is and is not
- 28% Lack of management buy-in or champion

Other: Difficult to maintain momentum on projects, time needed to document procedures and policies, don't have good base-line data on building energy use yet

16. Are you using any government programs as a guide? If so, which ones:

- 57% Energy Star
- 8% Green Lights
- 1% EcoLogo
- 1% BREEAM
- 1% Green Star (Australia)
- 42% Not using any government programs

17. Are any of your buildings Energy Star rated?

- 90% No
- 10% Yes

18. If so, what's your average score? Average 81

19. Are you participating in any carbon footprint measurement activities?

- 26% Yes
- 74% No

20. Do you feel comfortable with the methodology you selected?

80% Yes
20% No

21. Are you working toward any LEED certifications? If so, which ones?

55% LEED-EB
30% LEED-NC
9% LEED-CI
6% LEED-CS

22. If you were to categorize your sustainability efforts, where would you say your current focus has been?

38% Inexpensive retrofits
4% Major projects requiring capital expenditures
58% A combination of both

23. How difficult would you say it is to get others to understand the expected return on investment for capital improvements?

15% Very difficult
58% Somewhat difficult
27% Not difficult at all

24. Do you promote a life cycle view of costs to financial decision makers and organizational leaders to justify savings that could result from sustainable initiatives?

74% Yes
26% No

25. We know that collectively IFMA members manage more than 37 billion square feet. If IFMA and its members as a whole were able to make a measurable impact in improving the environment through sustainability, where do you think we could make the biggest impact?

76% Energy savings
19% Waste reduction
3% Water reduction
2% Improved air quality

Facility Description

26. Is the majority of space that you manage owned or leased?

69% Owned
31% Leased

27. What is the average age of your building(s)? 37 Years

28. What industry does this facility serve?

SERVICES

N	Industry
32	Banking
26	Health Care
10	Hospitality
18	Information Services
21	Insurance
7	Investment Services
6	Media
28	Professional Services
14	Telecommunications
1	Trade
21	Transportation
16	Utilities
73	Other Services

MANUFACTURING/PRODUCTION

N	Industry
8	Aircraft /Industrial
4	Building/Construction
7	Chemicals/Pharmaceutical
11	Computer
13	Consumer Products
17	Electronics
4	Energy
4	Furnishings
10	Medical Equipment
5	Motor Vehicles
24	Other Manufacturing

OTHER INSTITUTIONS

N	Industry
10	Association
43	Education
64	Government
11	Religious/Charitable
13	Research
26	Other Institution

29. Country in which you work:

N	Country
4	Australia
4	Austria
3	Bahamas
1	Belgium
21	Canada
3	India
1	Netherlands
3	Nigeria
1	Switzerland
1	United Arab Emirates
423	United States
1	United Kingdom

Methodology

IFMA used an online survey to collect the information in this report. Following a slow release on September 3, 2008 to determine the efficacy of the survey questions, respondents were invited to complete the survey in its entirety. The survey was sent to 3,500 professional members around the world. A total of 573 responded to the survey, for a response rate of 16%. A sample size of 573 provides a statistical accuracy of $\pm 4\%$. This means for a given statistic, the chances are 95 in a 100 that a survey results does not vary by more than 4% from the results that would have been obtained if a survey had been conducted with all persons in the universe represented by this sample. Percentages may not add to 100 percent due to rounding or the acceptance of multiple responses.