



Annual Review 2008





Global FM (Global Facility Management Association) is a worldwide federation of member-centric organisations committed to providing leadership in the facility management profession. As a single, united entity promoting facility management, Global FM is a conduit for furthering the knowledge and understanding of facility management and the sharing of best practices, resulting in added value to the individual members of each member organisation.

Vision

Global recognition of the facilities management profession.

Mission

Promote the strategic value and progress of facilities management.

In 2007, Global FM developed its balanced scorecard to achieve the vision and mission. The balanced scorecard highlights the following Global FM aims:

- Stakeholders - Global FM aims to deliver tangible outcomes that demonstrate value commensurate with stakeholder expectations;
- Internally - to demonstrate good governance through pragmatic, effective and transparent processes and procedures;
- Externally - to foster and encourage the sharing of information and knowledge to further the understanding of facilities management;
- Financially - to be a well-managed and self-funded sustainable organisation.

In order to achieve these aims, the operations committee (comprised of founding member organisations' CEOs and the Global FM secretariat) broke the balanced scorecard down into six-month action plans which track actions and developments.

Global FM's first AGM

In March 2008, Global FM held its first Annual General Meeting since its May 2006 inauguration in Oxford, England. The Annual General Meeting was a good checkpoint for Global FM to see how the association has developed over the past 18 months. The association's strategy has been reviewed, a concrete action plan has been endorsed and all the participants are very positive about the association's future, the potential that Global

FM offered each member association and the development of the profession as a whole. In addition, the Annual General Meeting saw a number of new appointments to the Global FM board including the election of Steve Gladwin as the new chairman.

The following directors of the board have been appointed for a two-year term:

- Pascale Mangot-Lagarde, (ARSEG) Europe
- Lionel Cottin, (ARSEG) Europe
- Fred Child, (BIFM) Europe
- Ian Fielder, (BIFM) Europe
- Andrew McEwan, (FMA Australia) Oceania
- David Duncan, (FMA Australia) Oceania
- Teena G. Shouse, CFM, (IFMA) Americas
- David Brady, (IFMA) Americas



Specific activities or initiatives that supported the objectives or furthered the mission

In 2007, the Global FM board identified the Global FM "hot topics" – six strategic issues common to the global facility management community, namely:

- Education
- Sustainability
- FM Now & in the Future – The Challenges
- Economy & Culture Across Borders
- Innovation
- Risk Management

Position statements have been developed, focusing on each of these topics that advance understanding and provide solutions for the benefit of the global facility management profession.



In 2008, the hot topics of Education and Sustainability were developed further. In order to turn the position statements into concrete projects, steering committees were formed with subject matter experts from Global FM member organisations.

Education steering committee

The education steering committee is working together with a consultant to analyse through a desktop study the competencies of different countries in relation to facilities management. FM competencies will be evaluated with each other, with the goal of mapping the different competencies determining how they compare across the globe. For an update on the development of the project, see the “Global FM international workshops” section.

Sustainability steering committee

Global FM recognised that there are many significant initiatives and best practices that have been undertaken by individual Global FM partnering organisations which demand attention from the rest of the built environment community; however, they have yet to be shared on a global basis. Awareness is a key issue, as there has been no formal reporting framework to date to allow for Global FM partners to collect and compare their sustainable offerings. The objective of the Sustainability Project was to:

1. Compile and understand the initiatives that the members of Global FM and other select organisations / businesses are doing to affect sustainability (past, present and future); and
2. Identify the commonalities and differences between these sustainability initiatives.

For an update on the development of the project, see the “Advisory and Working Groups” section on the web site www.globalfm.org.

Membership growth and highlights

From the initial four founding associations — the Association des Directeurs et Responsables de Services Généraux (ARSEG), the British Institute of Facilities Management (BIFM), the Facility Management Association of Australia (FMA Australia) and the International Facility Management Association (IFMA) — representation from Hungary (HFMS), Brazil (ABRAFAC) and South Africa (SAFMA) now exists.

Moreover, FM ARENA of Switzerland and AFE, the US-based Association for Facilities Engineering, joined as affiliate members. Discussions are currently underway with other organisations and member associations in Europe, Asia and the Middle East.

The Global FM membership model has been developed to encourage others to join with us in order to promote the profession and sector and to develop and integrate as a community.

In total, Global FM involves more than 42,000 facilities management professionals around the world.

Global FM international workshops

Global FM believes that the route to facility management professionalism passes through competencies, education and experience. To promote these objectives, Global FM organises every year several international workshops.

In 2008, two international workshops were held:

- On 17 March 2008 in Oxford, England Global FM brought public and private sector representatives together from countries around the world to focus on education and training issues affecting the global facility management community.

At the workshop, a number of presenters outlined specific education offerings within their countries. A consultant presented the results of the first phase of the project, which included the preliminary review of the accreditation systems and competencies lists for each of the participating members. For detailed results and the presentations/papers from the workshop, visit www.globalfm.org.

- On 17 October 2008 in Dallas, USA Global FM focused on the hot topic of sustainability and presented the results of its Sustainability Study, which had the objective of compiling and understanding the initiatives Global FM member organisations are undertaking to promote sustainability. Global FM issued a survey that polled members regarding past, ongoing and upcoming activities, projects and products related to sustainable practices.

In addition, the workshop gave Global FM members, leading international building product manufacturers and members from the Alliance for Sustainable Built Environments the chance to present their perspectives on how global and national trends are affecting the sustainability movement within the built environment. For the detailed results of the Sustainability Study, visit www.globalfm.org.

Following the workshop, the Global FM board decided the steering committee on sustainability should continue to drive the Global FM sustainability initiative forward. The committee



is chaired by Teena Shouse, Board Director Americas on the Global FM board. The task of the committee is to discuss in more detail the ideas proposed at the workshop, such as the Global FM Sustainability Excellence Awards and Global FM “Top 25” companies (of which sustainability would weigh very heavily) etc., and make a recommendation to the board.

Working groups and committees

Global FM has the following working groups and committees:

- Global FM board
- Global FM operations committee
- Global FM communications directors group
- Education steering committee
- Sustainability steering committee

The following meetings took place in 2008:

- Virtual board meetings: six conference calls
- Board meetings in person: two face-to-face meetings
- Annual General Meeting: one meeting face-to-face
- Operations committee: eight conference calls
- Education steering committee: five conference calls
- Sustainability steering committee: three conference calls
- Communications directors: seven conference calls

2009 activities: World FM Day

In 2009, Global FM will launch World FM Day, which will take place every year. World FM Day will be celebrated by all Global FM members either by organising an event such as a luncheon, seminar, workshop, or by undertaking any other activity to celebrate and promote World FM Day.

Global FM sees a strategic benefit in initiating World FM Day, because it:

- Draws attention to the aims, objectives and progress of the facilities management profession around the globe;
- Highlights the valuable contributions sound facilities management has made and is making to sustainable global communities; productive, safe, healthy and secure work environments; and local and global economies; and
- Gives worldwide coverage to the ideals of facilities management not only within the profession and industry, but also to governments and among the general public.



Finance structure

The finance structure of Global FM has been developed to encourage participation by all facilities management associations whether large or small, well established or new, wherever they are in the world. A membership fee for full member associations is based upon a formula which encompasses size of membership, the GDP per capita of that particular country and the budget for the running of Global FM.

This approach therefore ensures that those that can more easily afford will pay more pro-rata than those associations that cannot, whether that is due to the size of their membership or simply the economy in which they operate. While these factors can influence the ability to pay and participate, Global FM recognises that the real value is derived through full worldwide participation and the sharing of knowledge which is available in equal proportions whatever the country and state of the economy. The financial model therefore is inclusive and enables all those who have a genuine desire to further the facilities management profession to participate.

Membership fees and sponsorships contribute to the operation of Global FM. A significant portion of Global FM's dues revenue is used to support the two ongoing projects being undertaken by the Education Steering Group and Sustainability Steering Group.

This is meant to encourage the widest possible stakeholder engagement and will therefore result in membership fees reducing per capita as the membership numbers increase.

Our other membership categories make various contributions appropriate to their scale of membership and type of organisation, again modelled to be as inclusive as possible and to reach out and encourage the whole facilities management community in its broadest sense to fully participate and join the facilities management worldwide community.

Results

The total revenues for 2008 are estimated at 121,000€.

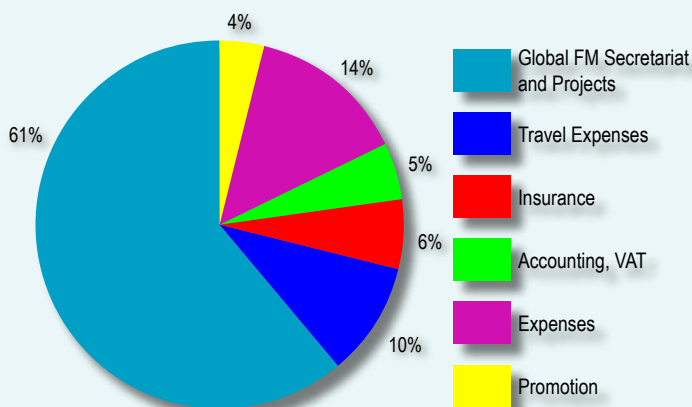
Principal expenses

Around 60 per cent of this income is attributed to the Global FM secretariat, which is responsible for the day-to-day management of Global FM, and uses these resources to support the two ongoing projects and initiatives being undertaken by the Education Steering Group and the Sustainability Steering Group. 14 per cent covers office



expenses such as conference calls, administrative costs etc. Ten per cent was used for travel expenses of the Global FM secretariat and directors, and around 11 per cent was spent on insurance, accounting services and VAT advice. Promotional activities, such as the web site and brochures, accounted for 4 per cent of the budget.

Financial overview



Sponsorship

In 2007, Global FM engaged in a three-year partnership agreement with UBM Information Limited to deliver the Working Buildings Middle East Conference for the facilities management industry across the Middle East. The conference is managed by UBM Information Limited, which also serves alongside Global FM as exclusive official sponsors. Stan Mitchell, immediate past chairman spoke at both conferences. For the detailed presentations and the press release, visit www.globalfm.org.



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Chairman's message



As chairman of Global FM, I am proud to look back at this past year and our many accomplishments of 2008. We began as a newly created association in 2006 and today we have an efficient and effective governance structure in place that allows us to focus on Global FM's mission and vision.

In 2008, our membership grew and we were extremely happy to welcome ABRAFAC (Associação Brasileira de Facilities) of Brazil as a full member, AFE (Association for Facilities Engineering) of the USA and FM Arena of Switzerland as

associate members of Global FM.

2008 was also the year in which we truly developed our hot topics. The education steering committee concluded the first phase of a mapping exercise of FM competencies of different countries in relation to facilities management, which was presented at the association's 5th International Workshop in Oxford, England. The sustainability steering committee completed a study compiling what has been done in regard to sustainability by the different Global FM member associations. Based on the positive feedback we got at the 6th International Workshop in Dallas, USA, the committee is now developing Global FM's "Top 25" companies.

I would like to thank all the board member volunteers involved in these committees for their support and commitment as well as the staff at Kellen Europe, which is allowing us to take Global FM to the next level.

In addition to launching the Global FM "Top 25" companies, we will further develop the Education Project in the New Year. I am also proud to say we will celebrate the first ever World FM Day on 28 August 2009 with our friends across the globe, with the goal of "advancing facilities management." 2009 will also be the year we hope to engage more national associations around the world and encourage them to join Global FM.

Finally, I would like to extend my thanks to the operations committee, specifically David Brady, Lionel Cottin, David Duncan, Ian Fielder, Codrutza Timariu and the Global FM secretariat, who worked diligently to ensure that Global FM is on the right track by developing action plans that ensure our resources are used in the best way and everybody is focused on achieving our mission and vision. The operations committee — together with Stan Mitchell, the first chairman of Global FM — supported me at all times. I would also like to thank Matt Dawson and Fred Child for their valuable contributions during their time on the Global FM board.

It has been a very active and exciting year for Global FM and I am sure 2009 will offer even more opportunities to advance facilities management around the globe.

Steve Gladwin
Chairman Global FM

Global FM Membership Representation

