



Annual Review 2011

Chair's Message



Last month during an interview, I was asked to comment on a series of announcements on recent mergers and acquisitions. As I read each one I was surprised and a bit dismayed that each announcement was focused on the size of the merger results such as number of locations, number of employees, total dollar volume, etc. What I did not read was how this merger or acquisition was going to help the employees involved or the customers served by these companies. Nor did they mention how the cultures of the different companies would complement one another.

The reason I share this is because I then reflected on the "merger" if you will of all of the associations within Global FM. We are in this because we do have complimentary cultures, we are focused on what is best for the "customer" and we are united with one theme, the global recognition of the facilities management profession. This can only be accomplished by leveraging the collective strengths of all our FM Organisations.

So how do we do this? Well, during the Strategy Workshop held in Phoenix, Arizona, USA, October 2011 the Global FM leaders began the development of the 2012-2015 Global FM Strategic Plan. The document is set to highlight identified key external and internal perspectives required to build and sustain a successful Global FM organisation.

External perspectives (pillars) relate fundamentally to those objectives that will enable growth, value and shared learnings to be derived and delivered to all members. Internal perspectives (foundations) relate to essential enablers that will underpin and support the success of Global FM.

The hours spent in Phoenix are only the beginning. Next will come the review by each association to ensure that the document is truly attainable but also an enabler for each association to be successful. The end result will be a roadmap to the future for the successful growth of Global FM. This could be in the form of more "mergers", more associations joining Global FM, and or successfully fulfilling our mission and individual objectives.

Thank you all for what you have done in the past or will do in the future to make these ambitions become a reality.



Teena G. Shouse
Global FM Chair

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

Vision

Global recognition of the Facilities Management profession.

Mission Statement

Promote the strategic value and progress of the Facilities Management profession by leveraging the Global FM member associations' strength, knowledge and experience.

Purpose

1. Support countries that wish to form Facilities Management related organisations where one is not yet established;
2. Encourage greater collaboration between Facilities Management communities; and
3. Recognise excellence in facilities management.

Global FM is working along a Balanced Scorecard to achieve the vision and mission. The Balanced Scorecard highlights the following Global FM aims:

- Stakeholders – 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.

Full Members



- ARSEG – Association des Directeurs et Responsables de Services Généraux



- ABRAFAC – Associação Brasileira de Facilities



- BIFM – British Institute of Facilities Management



- FMA Australia – Facility Management Association of Australia

Magyar Létesítménygazdálkodás Szövetség



- HFMS – Hungarian Facility Management Society



- IFMA – International Facility Management Association

International Facility Management Association
Empowering Facility Professionals Worldwide



- SAFMA – South African Facilities Management Association

Correspondent Member



- MEFMA – Middle East Facility Management Association

Associate Member



International Facility Management Institute

- IFMI India – International Facility Management Institute India

Affiliation Agreement



- EuroFM – European Facility Management Network

New Member in 2011

Global FM is pleased to welcome MEFMA as a new member in 2011.

MEFMA

The Middle East Facility Management Association (MEFMA) is a professional body aimed at unifying the facility management industry in the Middle East region. MEFMA is a non-profit association dedicated to promoting excellence in the management of facilities through a professional body. The association shall conduct research, provide educational programmes, and assist corporate and organizational facility managers in developing strategies to manage human, facility and real estate resources within their country. MEFMA shall develop products and services to assist the future of FM in the Middle East, for example, benchmark studies, minimum FM design requirements per building usage etc.

Conducting research studies and promoting an ongoing dialogue to help ensure productive work environments will also be high on MEFMA's agenda as well as being a platform for marketing and networking opportunities for FM-related companies. The association, created two years ago, has over 50 members at the moment, among founding members and corporate members.

Commenting on Global FM membership, MEFMA President Jamal Lootah said: *"Engaging with professionals and governments across not just the Middle East but on a global level is crucial, that is why our membership of Global FM has been the most important announcement MEFMA has made so far in 2011. Collaboration and understanding of regions through transparent dialogue with international Facilities Management associations is vital to MEFMA's development and objectives for the FM industry in the Middle East. Global FM is the association for Facilities Management associations worldwide and MEFMA is very proud to announce its membership of this organisation - further strengthening our communication and network with the likes of IFMA, BIFM, FMA Australia and many more"*.

Global FM Chairperson Teena Shouse stated: *"We are very excited and pleased that MEFMA has joined Global FM. This relationship is yet another sign of the importance of Facilities Management professionals combining their talents and energies to push the discipline to a new horizon. I believe that MEFMA will offer valuable and diverse expertise to Global FM and that the Global FM members will contribute positively to the future growth and development of MEFMA. We welcome MEFMA and challenge them to work with Global FM to fulfil our goal of promoting the strategic value and progress of the Facilities Management profession."*



MEFMA World FM Day celebrations

Global FM Structure

Global FM is composed of the board, operations committee (CEOs of founding members), the communications directors group that looks at Global FM communications and a total of three taskforces that prepare the main events of the association. We would like to thank all the volunteers for their valuable input, commitment and time they dedicate to Global FM work!

Global FM Board of Directors 2011

Teena G. Shouse
Chairperson

Steve Gladwin
Immediate Past Chairman

Iain Murray
Deputy Chairman and BIFM Representative

Ian Fielder
Treasurer and BIFM Representative (until October 2011)

Ian Broadbent
Treasurer and BIFM Representative (starting November 2011)

Gary Broersma
IFMA Representative

Steve Taylor
FMA Australia Representative

Delphine Sergent
ARSEG Representative

Tony Keane
Chair of the Operations Committee and IFMA Representative

Duncan Waddell
FMA Australia Representative

Lionel Cottin
ARSEG Representative

József Czerny
HFMS Representative



Global FM Headquarters

Dani Kolb
Director Global FM Headquarters

Raquel Costa
Communications and Membership Manager

Veerle Guns
Managing Assistant

Global FM Operations Committee

Tony Keane
Chair of the Operations Committee and IFMA Representative

Lionel Cottin
ARSEG Representative

Ian Fielder
BIFM Representative (until October 2011)

Ian Broadbent
BIFM Representative (starting November 2011)

Nicolas Burt
FMA Australia Representative

Global FM Structure

Global FM Communications Directors Group

Richard Byatt
Chair of the Communications Director Group and BIFM Representative

Sonia Bogner
ARSEG Representative

József Czerny
HFMS Representative

Chris Hare
ABRAFAC Representative

Don Young
IFMA Representative

Alexandre Maury
ARSEG Representative

Andrea Sanchez
IFMA Representative

Sinead Bridgett
MEFMA Representative

Kim Veltman
SAFMA Representative

Teena Shouse
IFMA Representative

Carolyn Journeaux
FMA Australia Representative

Awards Taskforce

Bill Conley
Taskforce Chairman and IFMA Representative

Carolyn Journeaux
FMA Australia Representative

Nicolas Henry-Lepaute
ARSEG Representative

Chris Hare
ABRAFAC Representative

Andre Klopper
SAFMA Representative

Georgina Emery
BIFM Representative

Jos Barnhoorn
EuroFM Representative

József Czerny
HFMS Representative

Teena Shouse
IFMA Representative

Global FM Structure

World FM Day Taskforce

Andrew McEwan
Taskforce Chairman and FMA Australia Representative

Sonia Bogner
ARSEG Representative

Alexandre Maury
ARSEG Representative

Andre Klopper
SAFMA Representative

Don Young
IFMA Representative

Karen Weeks
BIFM Representative

József Czerny
HFMS Representative

Chris Hare
ABRAFAC Representative

Paddy Menon
IFMI India Representative

Fred Kloet
EuroFM Representative

Carolyn Journeaux
FMA Australia Representative

International Workshops Taskforce

Isilay Civan
Taskforce Chair and IFMA Representative

Teena Shouse
IFMA Representative

Richard Byatt
BIFM Representative

Carolyn Journeaux
FMA Australia Representative

Sinead Bridgett
MEFMA Representative

József Czerny
HFMS Representative

Andre Klopper
SAFMA Representative

Nicolas Berthelier
ARSEG Representative

Mauro Campos
ABRAFAC Representative

Edmond P. Rondeau
IFMA Representative

2011 Activities

Global FM Internal Meetings (Board and AGM)

In 2011, the Annual General Assembly was held on 4th April 2011 in Nottingham, U.K., one day before the Th!nk FM Conference organised by BIFM.

The Annual General Assembly saw the approval of the annual accounts, auditing report and a preliminary version of the 2012 budget. The proposed changes to the Global FM Statutes of Association were also approved by all members.

These concerned, besides other administrative aspects:

- Membership categories:
Before: Full member and Associate Member (affiliate, correspondent and sustaining)
Now: Full Member, Associate Member and Correspondent Member
- Board composition: The board can now have up to 13 members, where before it was limited to 9 members. Each member will represent a geographic area of the world.

Besides the Annual General Assembly, Global FM also held two face-to-face board meetings, one in Nottingham before the Annual General Assembly on 4th April and another one on 25th October in conjunction with IFMA's World Workplace event in Phoenix, Arizona, USA.

Additionally, Global FM also organised a strategic planning session on 24th October in Phoenix, to develop a three-year strategic plan for the association.

Further to the face-to-face meetings, various conference calls take place on bi-monthly basis of the board and other Global FM committees and taskforces.

Operations Committee

The Operations Committee is made of the CEOs of all the founding members of Global FM. The committee ensures the objectives listed in the Balance Scorecard are being accomplished and deals with all operational matters of the association.

Tony Keane, Chair of the Operations Committee stated: *"The Operations Committee has continued to update and monitor the Global FM Balanced Scorecard and is pleased to see progress in most areas. The major accomplishments this year were a new financial reserve policy, secured the VAT tax refund and worked closely with taskforce to implement an affiliation agreement with EuroFM. Monitoring of ongoing Global FM operations continues to be the priority of the committee."*

Global FM would like to thank all volunteers participating in the Operations Committee.

Communications Directors Group

Global FM's Communications Directors Group is tasked to discuss and decide upon all external communications aspects of Global FM, including website, newsletters, press releases and promotional activities related to Global FM events:

Quarterly newsletters

In 2010, Global FM started to publish regularly its new newsletter. The Global FM Newsletter includes information on the events organised, the internal governance meetings and what is planned ahead.

Four newsletters were issued in 2011. All newsletters are available for download at Global FM website: http://www.globalfm.org/press_room.asp.

Press Releases

Global FM has issued a total of nine press releases in 2011 to announce and report about its most important events: International Workshops (U.K., Austria, Brazil and USA), Awards for Excellence in FM and World FM Day. A press release announcing the result of the Global FM Membership Satisfaction Survey was also issued in May 2011.

Resource Centre

As in previous years, the Global FM Resource Centre on the Global FM website has been populated with FM-related documents in 2011. Quarterly reminders have been sent to all members asking for content related to selected topics: risk management; managing across borders/boundaries; enhancing the life of your facilities through effective facility condition assessments. All the submissions for the Awards for Excellence in FM were also uploaded in the Resource Centre and are available for download.

Social Media

The communications directors group is currently looking at a more streamlined approach to the different social media networks. Global FM uses Twitter and Facebook mostly to promote World FM Day. A LinkedIn discussion group has been created.

Richard Byatt, chair of the Communications Directors Group said: *"The Communications Directors Group, bringing together those with a communications or public relations brief from across the membership, has worked over the past year to ensure Global FM's message is delivered effectively. Work has included drafting press releases and event reports, compiling the regular newsletter, developing a policy for the use of social media and producing the Annual Review."*

Global FM would like to thank all volunteers participating in the Communications Directors Group.

2011 Activities

World FM Day



Facilities Management organisations across the globe celebrated the contribution Facilities Management makes to the workplace during the third annual World FM Day, held on 23rd June 2011. The objective of World FM Day is to highlight the important role Facilities Management plays in organisational and building performance for both public entities and private businesses. Therefore, members and non-members are invited to celebrate this important event in their home countries and abroad. In total, more than 24,256 people celebrated World FM Day in 2011, throughout the world. This number only includes the events that Global FM was informed about, but we know many more took place for sure.

World FM Day activities around the globe included governmental partnerships, public information campaigns, networking events, seminars and workshops, luncheons, award presentations and social media outreach - each raising the profile of the Facilities Management profession in its own unique way. Virtual networks were also in the place with a special World FM Day question and answer Twitter event on lead by IFMA.

All activities were coordinated by the Global FM headquarters and implemented by the World FM Day Taskforce. A communications support package (including the logo, the promotional video, the personalized poster, the email signature, the banner, the template for power point presentations) was created and published on the Global FM website. As in previous years, Global FM released on its website a Google Map where everyone could add a place mark with the details of its World FM Day event. The Google Map was populated with 52 events this year.

On 23rd June, Global FM released the World FM Day video. This year the video featured FM professionals in different parts of the world speaking about the importance of celebrating World FM Day and the role they play, on daily basis, within their companies and communities. The video is available on YouTube: <http://www.youtube.com/watch?v=OrCG3X1x1nw>.

Global FM would like to thank once again all that contributed to the success of World FM Day in 2011, in special the World FM Day taskforce members.

Andrew McEwan, Chair of the World FM Day Taskforce stated: *"It has been a pleasure having the opportunity to Chair the World FM Day Taskforce and the tremendous cooperation and effort everyone contributes to ensure World FM Day is the premier international showcase event to celebrate the achievements of the Facilities Management industry and profession each year"*.



Global FM Awards for Excellence in FM



During the World FM Day 2011 celebration, the second annual Global FM Awards for Excellence in Facilities Management were announced. These awards

recognise efforts by individuals or teams within the FM industry, from researchers through to facility operators, who have made a positive contribution to the knowledge, practical application and communication of strategies to promote sustainability and improve the work environment.

This year, Global FM received 12 award submissions. All entries are available for download on the Global FM website. Each one proved worthy of serious consideration and the margin for being one of the top three contenders was very slim. These examples of excellence in FM, already recognised within each member community, were evaluated by a judging panel.

The Global FM Awards taskforce and judging panel were extremely encouraged by the quality and the number of responses. A rigorous judging process, performed by volunteers from all Global FM members, entailed intense evaluation and critique of all entries. The judging panel was composed of: Delphine Sergent from ARSEG, Mauro Campos from ABRAFAC, Ian Fielder from BIFM, József Czerny from HFMS, Andrew McEwan from FMA Australia, Cliff Hocking from SAFMA and Kit Tuveson from IFMA. Based on the criteria of: Innovation, the Advancement of FM, Corporate Outcomes of the Initiative, its contribution to the mission of Global FM and the demonstration of leadership in FM operations, the three winners were selected through deliberation and consensus.

Global FM would like to recognise all of the entries submitted for this competition. Each one proved worthy of serious consideration and the margin of being one of the top three contenders was very slim. The following twelve submissions were received:

ABRAFAC, Hines Green Office Tenant, by Eduardo Barbosa de Oliveira, Sandra Alexandre Costa and Felipe Lobo from Hines Gerenciamento de Propriedades

ABRAFAC, Infra retrofit in high availability environments by Marco Antonio Vasquinho, from Serasa

ABRAFAC, The solving-problems methodologies integration to reliability tools, by Leandro de Souza, from Manserv

ARSEG, Restructuration of the Roche Diagnostics France site, by Daniel Asathal from Roche Diagnostics France

BIFM, Innovation in Technology and Systems for Risk Management, by Gary Hills from BBC Workplace

BIFM, Innovation in Customer Service Using Technology, by Mark Paul, from MITIE FM

FMA Australia, Integrated Facilities Management Jones Lang LaSalle, by King T. from Jones Lang LaSalle

FMA Australia, Spotless Service Provider Excellence in Australia, by L. O'Brien and B. Bayot from Spotless

HFMS, Human-based energy conscious work environment by Rita Istivan from Kinnarps House Kft

IFMA, FMpedia and the "How-To" Sustainability Guide Series by Eric Teicholz from IFMA

IFMA, The Facility Management Handbook, by David G. Cotts, Kathy O. Roper, and Richard P. Payant from IFMA

IFMA, Process Green-Facility Design and Operation by Debra Ertel-Hernandez, Mark Yamauchi and Kristen James from Toyota Motor Sales, USA, Inc.

2011 Activities

From these twelve submissions, Global FM is proud to extend its congratulations and recognition to the winners of the Global FM Awards of Excellence in Facilities Management in 2011:

Platinum Award



Innovation in Technology and Systems for Risk Management by Gary Hills, BBC Workplace – submitted by BIFM (U.K.)

Gold Award



Innovation in Customer Service Using Technology, by Mark Paul, MITIE FM – submitted by BIFM (U.K.)

Silver Award



Hines Green Office Tenant by Eduardo Barbosa de Oliveira; Sandra Alexandre Costa and Felipe Lobo, Hines Gerenciamento de Propriedades Ltda – submitted by ABRAFAC (Brazil)

As in previous years, the Global FM Awards for Excellence in FM recognises three levels: Platinum, Gold and Silver.

This year's Platinum Award for Excellence in FM went to BBC Workplace, the unit responsible for the British Broadcasting Corporation's corporate property portfolio. BBC Workplace was recognised for creating an innovative solution for operating large property portfolios at multiple sites. The Gold Award for Excellence in FM has been won by MITIE Facilities Management. This organisation put the emphasis on the "Passengers with Reduced Mobility" (PRM) and a technology developed by MITIE Facilities Management for London's Luton Airport. This technology improves services to a group of passengers for whom travel can be challenging. The Silver Award for Excellence in FM recipient was Hines Gerenciamento de Propriedades for the Hines Green Office Programme. This voluntary programme is a global initiative that focuses on bringing eco-efficiency solutions already implemented into its construction programs to administrative offices.

Global FM would like to thank once again all that contributed to the success of the Awards this year, the candidates, the winners, but also the members of the Judging Panel and Awards Taskforce.

Bill Conley, Chair of the Awards Taskforce stated: *"It was an honor and a privilege to serve as Chair of the Global FM Awards for Excellence in Facilities Management. An Awards Programme throughout Global FM serves to create competition and cooperation amongst its members. Its intent is to recognize and publicize the best and the brightest of FM practitioners from around the world; to help establish Best Management Practices and Benchmarking guidelines for the benefit of all professionals in the built environment. In this, our second year, the process was more refined and submissions were truly inspiring. It is the hope of the Taskforce to continually improve its processes and further deliver extraordinary case studies as the FM profession learns and grows."*

International Workshops



In 2011, Global FM organised four international Workshops on the same topic: "The new economy – the right time and right place for FM."

The first workshop took place on the 5th April, as part of the Th!nk FM conference at the East Midlands Conference Centre in Nottingham, U.K. Over 30 participants were welcomed by Global FM chairperson Teena Shouse and the chairman of BIFM, Ian Broadbent.



BIFM Workshop



BIFM Workshop

The second workshop was held on the 23rd May 2011, alongside the EFMC in Vienna, Austria. It featured representation from countries including the U.K., Switzerland, Spain, Ukraine, Australia, USA, Hungary Austria and many others.

The third workshop was organised during the ABRAFAC's Conference and Exhibition which took place in the Amcham Business Center, in São Paulo, on 19th October. This was the first time Global FM held an event in Brazil. The International Workshop gathered more than 160 participants which was a great success both for Global FM and ABRAFAC.



ABRAFAC Panel



ABRAFAC Workshop Speakers

2011 Activities

The last International Workshop of 2011 coincided with the International Facility Management Association's (IFMA) World Workplace Conference & Expo 2011 held in Phoenix, Arizona from 26th to 28th October. The Global FM International Workshop took place on Friday, 28th October and gathered 130 people.



US Workshop Audience



US Workshop Speakers

Teena Shouse, Global FM Chair stated: *"We are very excited that the interest and enthusiasm surrounding the workshops continues to grow. That tells us that people on a global basis are keenly interested in sharing their regional specific experiences and growing from the collective knowledge that comes from the sharing across borders. I want to personally thank the taskforce members, workshop participants and sponsors for making these events possible"*.

Isilay Civan, chair of the International Workshops Taskforce stated: *"The Global FM international workshops taskforce strives to assist its member associations in holding productive and effective international workshops, which will in return help increase the recognition of the FM professionals worldwide. Improvements considered for future include association mentorship programmes, speaker pools for various industries, expansion on the guidelines to answer frequently asked questions, structure that would allow for continuity among various workshops to enhance knowledge sharing. Please feel free to reach out to Isilay Civan, MSc, PhD2, LEED® AP O+M, Chair, or Raquel Costa, Global FM Communications & Membership Manager, with any questions/concerns/ideas for improvement"*.

Global FM would like to thank once again all those that contributed to the success of all four International Workshops in 2011, in particular the members of the International Workshop Taskforce.

Global FM has concluded three sponsorship agreements with three well-known companies in the FM sector. Its three yearly partners for all the activities and events in 2011 are:

ISS



HEADLINE SPONSOR FOR THE AWARDS FOR EXCELLENCE IN FM

ISS is one of the world's largest commercial providers of facilities services - operating in over 50 countries in Europe, Asia, Pacific, North America and Latin America. ISS's business model is based on creating value for its customers by offering a range of business support services within property cleaning, catering, security, support services and Facilities Management.

ISS's Facilities Management approach represents a unique offering whereby the service delivery can be integrated into one seamless solution. Through an in-depth understanding of the service provisions and outsourcing trends and progress in target markets, ISS has developed its organisational structure around the ability to offer bundled services and to integrate and manage the provision of services at its customers' premises.

The company's approach is as flexible as it is professional. Customers can choose a single service or a fully managed integrated facility solution made up of numerous business streams.

ISS focuses primarily on delivering portfolio and site-based services, where its employees become an integrated part of the clients' daily operations. Not all country operations necessarily offer all services within the six service areas. Local offerings depend on factors such as customer demand, market conditions and access to qualified staff. ISS aims at leading facility services globally by leading facility services locally.

Qube Global Software



HEADLINE SPONSOR FOR INTERNATIONAL WORKSHOPS

Qube Global Software is the first choice for property and Facilities Management software.

As one of the world's leading suppliers of property and Facilities Management software, the company has been providing solutions to its customers for over 30 years. With a global network of offices and customers, Qube Global can provide service and support both locally and internationally. Its solutions have established a reputation for quality and breadth of functionality and can be delivered on a wide variety of technology platforms and databases.

Facilities managers and contractors often have additional requirements and are often the first to be confronted by breaking issues.

The current focus on the sustainability of buildings and energy usage is a good example - finding everything you need in one of Qube Global Software's systems.

The company's customers have spoken highly of the benefits they have gained from using Qube Global's software. The software can deliver enormous benefits in helping run businesses or properties within your organisation.

Vinci Facilities Group



HEADLINE SPONSOR FOR WORLD FM DAY

VINCI Facilities is the European leader in facility management for multinational corporations seeking to significantly reduce costs and standardise their facilities services throughout their operations. VINCI Facilities offers its customers corporate governance, consolidated reporting tools, and consistent facility management services in all Europe Middle East Africa. VINCI Facilities realised in 2010 a turnover of 1.6 billion \$. It employs 7.500 staff and manages over 8.000 sites representing 25 million m² and 1 million users.

Financial 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.

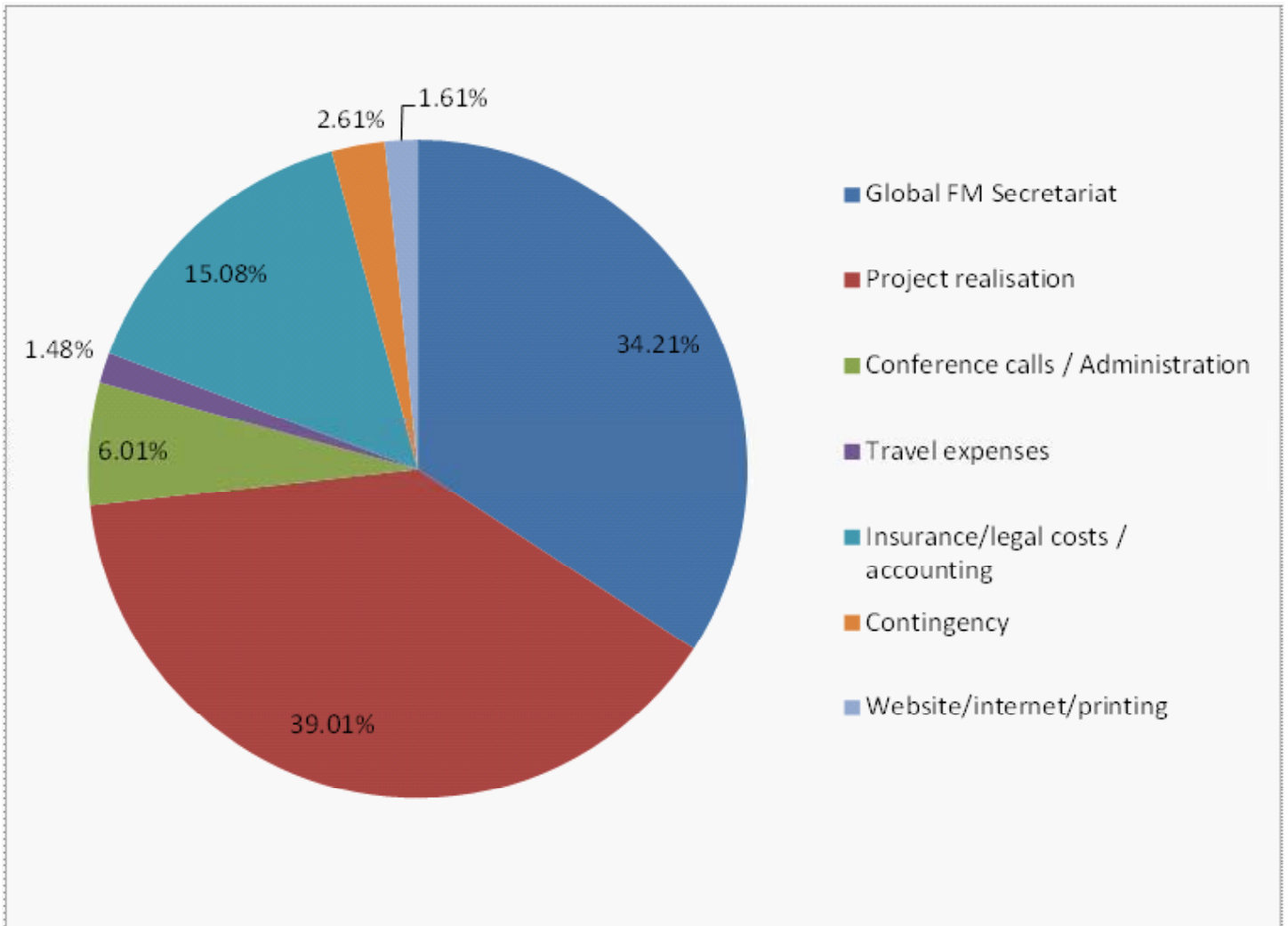
Results

The total revenue for 2011 is foreseen at 105,666.14 € which includes membership, sponsorship and bank interests.

Primary expenses

Around 35 percent of the income is attributed to the Global FM secretariat, which is responsible for the day-to-day management of Global FM. The Global FM Secretariat spent and additional 39 percent to different projects and initiatives (World FM Day, Global FM Awards Committee, Global FM International Workshops.). Six percent of the budget covers office expenses such as conference calls and administrative costs. Fifteen percent was spent on insurance, accounting services and legal costs. Website/internet/printing costs represent 1.6 percent of the budget and 2.6 percent is held in contingency.

Financial Overview*



*based on Q3 2011 data

Global FM Membership Representation

