



Annual Review 2010

Global FM (Global Facility Management Association) is a worldwide federation consisting of members and affiliates from organizations 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 and the sharing of best practices, resulting in added value to the individual members of each member organization.

Vision

Global recognition of the facilities management profession.

Mission

Promote the strategic value and progress of facilities management.

In 2007, Global FM developed its first balanced scorecard, which is now updated on a yearly basis, 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 organization.

Members

Full Members

- ARSEG – Association des Directeurs et Responsables de Services Généraux (France)
- ABRAFAC – Associação Brasileira de Facilities (Brazil)
- BIFM – British Institute of Facilities Management (United Kingdom)
- FMA Australia – Facility Management Association of Australia
- HFMS – Hungarian Facility Management Society
- IFMA – International Facility Management Association
- SAFMA – South African Facilities Management Association

Affiliate Members

- FM Arena (Switzerland)
- European Facility Management Network (EuroFM)
- International Facility Management Institute India (IFMI India)

Global FM is Pleased to Welcome as New Members in 2010

In 2010, Global FM concluded two affiliation agreements with EuroFM and IFMI India.

EuroFM



EuroFM, European Facility Management Network, represents European workspace facilities and services valued at €640 billion

delivered by 40 million FTE. The association has 90 members, of which 21 are national associations representing 20.000 members, 15 are service providers representing €40 billion market share with 800.000 staff. 29 EuroFM publication partners represent 65.000 readers. The research and educational institutions members represent 14.000 FM students.

More information at <http://www.eurofm.org/home/>

EuroFM Chairman's quote:

"I believe it is important that we develop strategic relationships — and we believe that this will be one of those relationships. We have been working on this agreement for several months, and it gives us a platform to develop further joint initiatives."

IFMI India



International Facility Management Institute

Global FM Board of Directors

Chairperson

Teena G. Shouse, CFM, IFMA Fellow

Immediate Past Chairman

Steve Gladwin

Deputy Chairman

Iain Murray

Director Americas

Gary Broersma

Director Asia and Australia

Steve Taylor

Director Europe, Africa and Middle East

Delphine Sergent

IFMA

Tony Keane

FMA Australia

David Duncan

BIFM UK

Ian Fielder

ARSEG France

Lionel Cottin

HFMS Hungary

Jozsef Czerny

Global FM Headquarters

Dani Kolb – Director Global FM Headquarters

Raquel Costa – Communications and Membership Manager

Veerle Guns – Managing Assistant

Working Groups and Committees

- Global FM Board
- Global FM Operations Committee
- Global FM Communications Directors
- Awards Committee
- World FM Day Taskforce



Photo taken during Board meeting in Atlanta, USA. From left to right: Ian Fielder (BIFM), Tony Keane (IFMA), Gary Broersma (IFMA), Iain Murray (BIFM), Dani Kolb (Global FM), József Czerny (HFMS), Pascale Mangot-Lagarde (ARSEG), Lionel Cottin (ARSEG). At the front Stan Mitchell (previous Immediate Past Chairman) and Teena Shouse current Global FM Chairperson.

Global FM Internal Meetings

Global FM held two board meetings in 2010, the first on 12th April corresponding with BIFM's annual conference in London, United Kingdom. The second was held on 25th October in conjunction with IFMA's World Workplace event in Atlanta, Georgia, in the United States.

Additionally, a Global FM strategic workshop occurred in Atlanta in October to assess Global FM progress in 2010 and prepare the work programme, activities and objectives for 2011.

In 2010, two annual general meetings were held, the first virtually by conference call on 26 May 2010 and a second extraordinary face-to-face general meeting on 25 October in Atlanta.

Various conference calls take place on bi-monthly basis of the Board and other Global FM Committees and Taskforces.

Sponsors

Global FM has initiated in 2010 an annual sponsorship programme. The first two sponsors of Global FM are:

ISS

HEADLINE SPONSOR FOR THE AWARDS FOR EXCELLENCE IN FM

ISS is Europe's largest commercial provider of cleaning services and one of the world's largest commercial providers of facility services, operating in over 50 countries in Europe, the Americas and Asia/Pacific. Through an in-depth understanding of the service provisions and outsourcing trends and developments in our 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 our customers' premises.

Qube Global Software

HEADLINE SPONSOR FOR WORLD FM DAY

The first choice for property and facilities management software Qube Global Software is one of the world's leading suppliers of property and facilities management software and has been providing solutions to its customers for over 30 years. With a global network of offices and customers, we can provide service and support both locally and internationally. Our solutions have established a reputation for quality and breadth of functionality.

Communications

Quarterly newsletters

In 2010, Global FM started to publish regularly its new newsletter. The first edition of the Global FM Newsletter was issued in February 2010. A second edition followed in August and the last edition of 2010 will appear in December.

The Global FM Newsletter includes information on the events organized, the internal governance meetings and what is planned ahead.

Press Releases

Global FM has issued press releases in 2010 to announce and report about its most important events: International Workshops, Awards for Excellence in FM and World FM Day. Other press releases announcing new members and new Board composition were also issued.

Resource Center

Global FM Resource Center on the Global FM Website has been populated with interesting documents in 2010. 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.

Social Media

Global FM has used social media networks to publicise its events and activities in 2010. A World FM Day fan page on Facebook has been created. The page is updated regularly and has 43 fans. A twitter account was also set-up and has now 31 followers. Global FM Headquarters has also created a World FM Day Google Map, which received more than 60 entries of events organized during World FM Day.

2010 Activities

World FM Day



Facilities management associations and professionals on five different continents celebrated the contributions facilities management makes to international business and the global built environment last month during the second annual World FM Day, held on 24 June 2010. Global Facilities Management Association (Global FM) member organizations and others held public events around the world to recognize the important role facilities management plays in business strategy, organizational development and environmental sustainability.

International associations including the Associação Brasileira de Facilities (ABRAFAC), the Association des directeurs et responsables de services généraux (ARSEG), British Institute of Facilities Management (BIFM), the Facility Management Association of Australia (FMA Australia), FM-ARENA (der



Schweizer Facility Management Verein), the Hungarian Facility Management Society (HFMS), the International Facility Management Association (IFMA) and the South African Facilities Management Association (SAFMA) held public events in Australia, Brazil, UK, Hungary, Switzerland, France, South Africa, the U.S.A. and in other countries throughout the world in celebration of World FM Day. World FM Day activities around the globe included networking events, conferences, panel discussions, meetings, award presentations, luncheons, social networking events, video presentations, site visits, happy hour celebrations and more — each raising the profile of the facilities management profession in its own unique way.

All activities were coordinated by the Global FM headquarters. A communication package was created and made available on the Global FM website. Other promotional activities included a promotional video featuring Global FM's chairman and deputy chairman, a facebook World FM Day page, a World FM Day tweet, a World FM Day Google Map. The World FM Day video was released on 24 June. The video included messages from the Global FM Members of the Board of Directors.

More details on the World FM Day 2010 are available at: http://globalfm.org/world_fm_day.asp.

Global FM Award for Excellence in FM

2010 marked the first edition of the Global FM Awards for Excellence in Facilities Management. The 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 improve the workplace environment and sustainable performance of their facilities.

Award recipients demonstrated the value of their innovations and/or improvements to the community through sustainable outcomes in the FM industry.

The three levels of recognition awarded included: the Platinum Award for Excellence in FM, the Gold Award for Excellence in FM, and the Silver Award for Excellence in FM.

Global FM received 13 award submissions. All submissions are available for download on the Global FM website. The submissions were evaluated by a Judging Panel and the results announced during World FM Day, with a video created specially for this occasion.

The Platinum Award for Excellence in FM went to EC Harris and the DCSF (Department for Children, Schools & Families, now

called the Department for Education - www.education.gov.uk), a former department of the U.K. government that took substantial steps toward reducing its carbon footprint and improving energy efficiency.

The Gold Award for Excellence in FM went to CISCO France, Paris (www.cisco.com/web/FR/index.html), which is putting employee mobility first, in spite of undergoing massive growth and expansion. In partnership with OZ Consulting, the existing CISCO 11,300 m² office has been renovated using the concept of mobility to achieve a more intelligent use of space. CISCO and OZ Consulting worked on mobility to bring new opportunities to transform the workplace into a more collaborative, productive and environmentally-conscious place that will meet business and operational needs.

Taking home the Silver Award for Excellence in FM was the Centre Milton Keynes (thecentre:mk),UK (www.thecentremk.com) a regional shopping center in the heart of Milton Keynes, UK, long regarded for its customer service and sustainability initiatives.

For a complete list of details and photos regarding the Global FM Awards for Excellence in Facilities Management, visit www.globalfm.org/GlobalFMAward.asp.

International Workshops

In 2010, Global FM organized the 9th edition of the Global FM International Workshops, under the theme: "Working across Boundaries – The FM Challenge in an Advancing World". The first workshop took place in London, UK, parallel to the BIFM Annual Conference on 13th April 2010. A second workshop took place on 26th October 2010, during IFMA's World Workplace in Atlanta, Georgia, U.S.A.

The 2010 International Workshops explored the challenges and opportunities that cross border delivery facilities management faces and to look at practical and repeatable solution.

One of the key issues facing facilities management professionals is the challenge of delivering consistent services across boundaries. This can be city to city, region to region, state to state, country to country or continent to continent. Clients want a guaranteed service level that can be understood, monitored and communicated. The number of suppliers involved in cross boundary delivery activities is increasingly facing ever increases challenges from IT implementation to currency exchange issues.

Both workshops were attended by high level individuals from different companies and Associations and allowed a lively discussion on how to work across boundaries.

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.

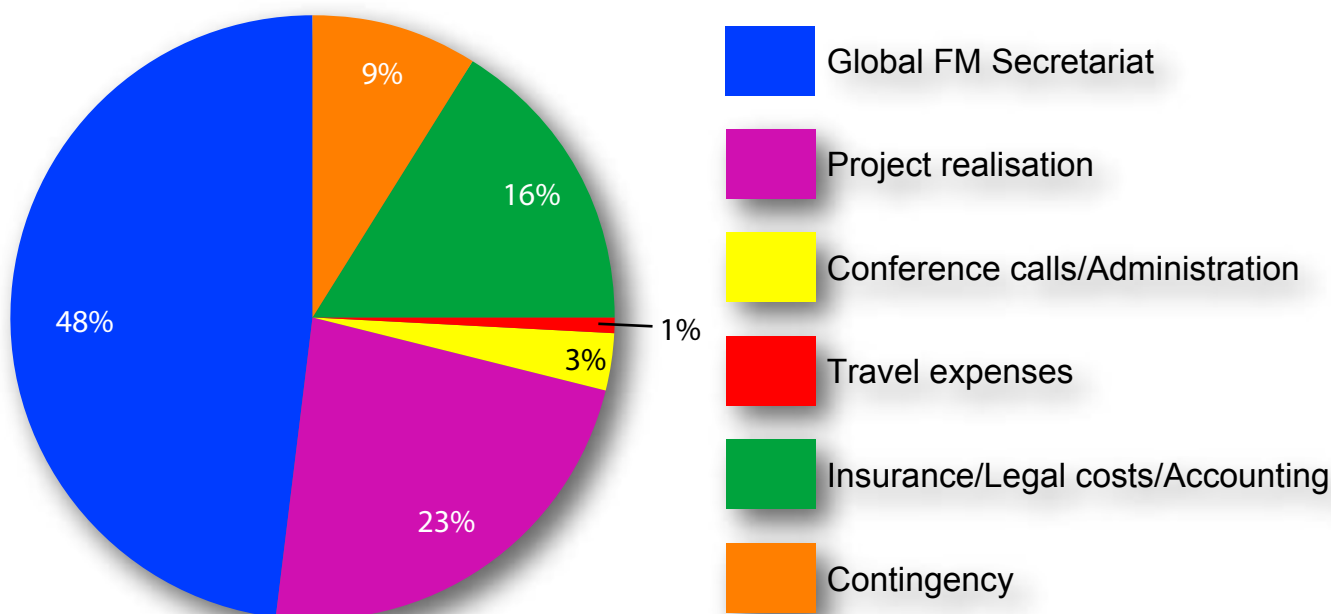
Results

The total revenue for 2010 is foreseen at 112,944.13 € which includes membership, sponsorship and bank interests.

Primary expenses

Around 48 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 an additional 23% to different projects and initiatives (World FM Day, Global FM Awards Committee,..). Three percent covers office expenses such as conference calls, administrative costs, etc. Sixteen percent was spent on insurance, accounting services and legal costs. The remaining 9 percent is held in contingency.

Financial overview *



* based on Q3 2010 data

Chairperson's Message



As I sit here in Cape Town, South Africa looking out at the Atlantic Ocean, it provides a perfect backdrop in which to reflect upon the recent events and successes of Global FM. Our journey has been a bit like the steep mountain behind me, as bright as the beautiful flowers surrounding me and yet the opportunities ahead are as vast as the water that lies before me. The

leaders of Global FM have a vision and it is one that involves engagement and reinforcement of the fact that facility management is a powerful influence in the global market today. I often tell people that this is indeed the best time in our recent history for the FM industry. Facility management professionals and the service and product providers who support the industry bring new insight into energy conservation, product innovation and process improvement that can move an organization in a positive direction.

This past year the Global FM Team of professionals took the World FM Day, June 24, to a new high as over 45,000 members were informed and engaged in activities that promoted our profession. These activities ranged from online chats sharing "Why Do You Love FM?" to FM professionals sharing the future opportunities in facility management to students in a school for the deaf in Trinidad.

The International Workshop in London was a great example of how we can network, share and better understand and support the challenges we all face within our industry. Whether you are with ARSEG, ABRAFAC, BIFM, FMA, HFMS, IFMA, or SAFMA (all Global FM members), or associations yet to come, Global FM can offer a platform in which you can listen or be heard. Our current global financial situation is one that makes it impossible for us to live in our own insular silos. We do not have the luxury of standing alone and "re-inventing the wheel" in achieving our day to day operations. We must work together to share, learn and advance our profession. A great example sharing and highlighting best practices was the 2010 Awards of Excellence in Facility Management where we recognized some of the best FM initiatives around the world.

The coming year is sure to be riddled with challenges we have yet to imagine. For sure, sustainability related initiatives will be at the forefront of our attentions as well as continued process enhancements to improve our financial position, facility operations and prolong the life of our built environment. My vision as Chairman of Global FM will be focused on advancing education in FM as well as developing a strong mentoring program for our members. With the amazing past support of the Global FM leaders and members of the respective associations we have enjoyed much success but there are still more mountains to climb and oceans to swim. I invite each of you to either strap on your climbing shoes or grab your swimming suit and join me!

Teena G. Shouse
Global FM Chairperson

Global FM Membership Representation

