

GLOBAL FM

Newsletter

June 2011



ABOUT GLOBAL FM

Founded in 2006, Global FM - Global Facility Management Association - is a worldwide federation of member-centric 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 facilities management profession.

Mission: Promote the strategic value and progress of facilities management.

Global FM members serve all major FM markets in strategic parts of the world: Association des Directeurs et Responsables de Services Généraux (ARSEG); Associação Brasileira de Facilities (ABRAFAC); International Facility Management Association (IFMA); British Institute of Facilities Management (BIFM); South African Facilities Management Association (SAFMA); Hungarian Facility Management Society (HFMS); Facility Management Association of Australia (FMA Australia); European Facility Management Network (EuroFM); International Facility Management Institute India (IFMI) and Middle East Facilities Management Association (MEFMA).

A large, semi-transparent version of the GlobalFM logo is centered on the page. It features the text "GlobalFM" in blue and orange, with a blue circular graphic element behind the text.

A worldwide alliance of member-centered facilities management organizations, providing leadership in the advancement of the FM profession

For more informations on Global FM Events and Activities, please contact the Global FM Headquarters:

Raquel Costa
Global Facilities Management Association
Avenue Jules Bordet 142
1140 Brussels, Belgium
Tel. +32 2 761 16 48
Fax. +32 2 761 16 99
Email: globalfm@kelleneurope.com
Web: www.globalfm.org

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♦ EDITORIAL



What a wonderful surprise it was to open my computer in the morning and find yet another person sharing with me what they were doing to promote World FM Day! When the idea of celebrating World FM Day was conceived we were unsure as to what it would actually grow into. To say that I am pleased with the feedback and involvement would be an understatement. I do hope that each of you took out time to enjoy our day and if you have not done so please view some of the events that took place across the globe.

Global FM continues to grow and be stronger through the efforts of individuals within the Ambassador programme, those assisting with the International Workshops and the great support that we receive from the Kellen Europe group. We are approached with so many opportunities however we must continue to make strategic decisions based on the capabilities of the members. One way that we can achieve the objectives of Global FM is to encourage and support the emergence of new national/regional Facilities Management Associations in order to grow the Facilities Management community worldwide.

With this in mind the Global FM Board is offering the Global FM Correspondent Member Formation Manual to individuals who are working to set-up a FM Association in a country where currently there is not yet a FM Association established. The recipient of this manual will then have one year to create the FM Association in the respective country. After this one year period has passed, the newly created FM Association will be invited to join Global FM as a correspondent member. As with this manual and other efforts, Global FM continues to believe that the correct path to success in FM will be through knowledge sharing and empowerment. As always, I invite you to join us in our journey and participate in any way you find possible. Until next time....take care.

Best wishes

Teena Shouse, CFM, IFMA Fellow

Global FM Chair

◆ LATEST NEWS

GLOBAL FM MEMBERSHIP SURVEY RESULTS

Global FM is pleased to announce the positive results of its annual membership satisfaction survey, which was conducted in the beginning of 2011 and covered all the activities undertaken by the Association during the previous year.



The Board of Directors of Global FM decided to ask its members for feedback about the Association and to make this a reoccurring activity at the end of each calendar year. This should ensure that Global FM Members will be served with the highest

standards. Global FM Head Office prepared a questionnaire together with the Operations Committee which was then sent in electronic format to all the members. The eighteen questions covered the progress of the Association, its current structure and communication outputs. Some specific questions were asked about the activities of the different Committees and Taskforces of the Association.

Overall, the survey results underlined the high level of satisfaction of Global FM members with the Association. Almost 90 percent responded that Global FM had positively developed in 2010 with the same number saying that they had high expectations of further development during 2011. In assessing the level of satisfaction of the Association' structure, the highest score was given to the transparency of governance structure and the lowest to financial structure although even this showed over 80 percent satisfaction which is very high. Communications was also rated highly. The Board of Directors was deemed to be effective with secretariat support rating the highest with 89 percent satisfaction and the chairman also rating a similar level of satisfaction.

Speaking about the results of this survey during Global FM Annual General Meeting in Nottingham, U.K., in April 2011, Global FM Chair, Teena Shouse, stated “*We continue to be pleased with the progress of Global FM and the support from the members. However, more is needed from all of us in the sense of how we continue to progress the profession, share the collective body of knowledge we each possess and communicate the intent and results of our work. In the next year we will work diligently on all three of these areas together and ask that each of you respond with vigour and thoughtfulness when asked to participate. Thank you for all that you do!*”

For a full overview of the 2010 Membership Satisfaction Survey results please contact the Global FM Head office (globalfm@kelleneurope.com)

GLOBAL FM BOARD AND AGM IN NOTTINGHAM

Global FM held its Annual Board Meeting and General Assembly on 4 April in Nottingham, U.K.. Both meetings took place one day before the BIFM annual conference Th!nk FM. It was a great opportunity for Global FM Members to meet and exchange ideas about the progress of the Association and possible projects and activities for the future.

The 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.

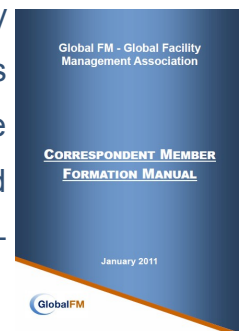
The Nottingham meetings were marked by the participation of the most recent Global FM member: MEFMA - Middle East Facility Management Association. MEFMA was represented by Dilip Khatwani who had an opportunity to share ideas about the development of FM in the Middle East.



The Annual Meeting of the Board of Directors had many topics on the agenda and opened the way for the start of interesting projects to be developed in the coming months:

- ◆ Creation of a Global FM FM Higher Education Guide
- ◆ Global FM Ambassadors Programme
- ◆ Global FM FM Fundamentals Resource Kit

The Global FM Board decided to offer the Global FM Correspondent Member Formation Manual to individuals who are working to set-up a FM Association in a country where currently there is not yet a FM Association established. The recipients of this manual will then have one year to create the FM Association in the respective country. After this one year period has passed, the newly created FM Association will be invited to join Global FM as a correspondent member.



With this, Global FM aims at increasing the number of FM associations being created in different regions and countries across the globe.

More details about the other projects shall be announced soon.

GLOBAL FM INTERNATIONAL WORKSHOP IN NOTTINGHAM – 5 APRIL

GLOBAL FM 2011 EVENTS

GLOBAL FM 2011 INTERNATIONAL WORKSHOPS

Should corporate culture trump local culture? Does facilities management in different countries conform to national stereotypes? Do we need international standards to drive its development? Is there an accepted international definition of FM? Are facilities skills portable across borders? These and other questions were tackled at the 11th Global FM International Workshop held alongside the Th!nk FM conference earlier this month in Nottingham, UK. Th!nk FM was organised by the British Institute of Facilities Management (BIFM).

The Workshop was chaired by David Millar of international construction services firm Hochtief, chair of BIFM's International Special Interest Group. Over 30 participants were welcomed by Global FM chair Teena Shouse and the chair of BIFM, Ian Broadbent. Steve Jones of Qube Global Software, headline sponsor of this year's International Workshops, set the scene with a short presentation. Qube Global Software has customers in over 50 countries so is accustomed to working across borders and cultures. Challenges include different languages, currencies and legislation as well as providing support across time zones.



Real estate investment and development company Redevco, a Qube client, is based in the Netherlands, with a retail portfolio comprising 800 properties across 21 countries in Europe and Asia. Control is centralised in Amsterdam and English is the business language but the company follows local customs where necessary. This pragmatic approach reflected the views of the group and those members of the online FM community that responded to the workshop brief. As former Global FM chair Stan Mitchell inquired: " *A marriage of the two is surely the right approach?*"

Mark Andrews and Mark Walton from Faceo set out what they see as key trends for multi-country FM contracts and took the group through a case-study of Faceo's relationship with international chemical company BASF. They argued that companies are thinking about and moving toward international FM to reduce costs through economies of scale; to rationalise the number of service providers; and to ensure consistency of best practices and services through service level agreements (SLAs).



Additionally, the economic downturn is stimulating both the development of new outsourcing models and new solutions from vendors. Pre-2000 it was almost exclusively US-based IT companies that signed cross-border FM contracts. Since the turn of the century there has been a slow widening of the market to include industrial and non-US companies. This trend accelerated from around 2005, although it still accounts for a small percentage of FM delivery. Andrews and Walton explained how BASF structures FM services and the goal of the project – to provide and align professional facilities management services across all sites. They discussed how BASF's process-driven approach, which typifies the core business, was instrumental in the successful implementation. The lessons learned included the importance of communication, getting transparency and trust, and defining rules for implementation on a corporate level without forgetting local touches at site level.

Following the presentation from Faceo, newly-appointed BIFM board member Ashley Rogers of international surveyors Eddisons, facilitated the discussion. On culture the group emphasised the importance of setting corporate standards whilst acknowledging diversity, which exists not just between companies and countries but within them. A balanced approach is needed.

Participants were divided on the need for or feasibility of international standards. One delegate expressed the concern that to achieve consensus these could be diluted to become almost meaningless. The view that facilities management conforms to national stereotypes may

derive from a time when FM was seen as essentially a - blue collar activity – it has moved beyond that now. Most agreed that FM delivery is essentially local but through ICT it can be managed globally. The group was unanimous that FM skills are portable across borders.

GLOBAL FM INTERNATIONAL WORKSHOP IN VIENNA – 22 MAY

Global FM organised on Monday, 23 May, the 12th Global FM International Workshop in Vienna, Austria, together with the European Facility Management Network (EuroFM) during their annual conference in Austria. The workshop was sponsored by EuroFM members and



the Austrian Chamber of Commerce, Construction Unit.

The debate focused on the theme chosen for all Global FM workshops in 2011: “The New Economy – the Right Time and Right Place for FM”. The panel was composed of Gordon McMillan, Chair Corporate Associates EuroFM, Wilfried

Hauffen from Baxter Deutschland and Timur Bondaryev from Arzinger. Alex Redlein, FM Professor at the Vienna University of Technology was the moderator of the panel session.

The event started with an introduction from Fred Kloet, EuroFM Vice-Chair, who provided an overview of the European 2020 Strategy which includes smart, sustainable and inclusive growth and how EuroFM tries to connect to the European Commission in this regard. The discussions that followed touched upon several pertinent questions such as “Is there a need for international FM standards?” “Should there be an internationally accepted definition of FM?” Participants felt there is a need to gather and communicate common core competencies in FM. The issue of how to educate facility management professionals to meet the highest level within those competencies was considered as crucial for most participants. One important take away for many was the continuing need for a message of the value that FM brings to the corporations, universities, agencies or governments that we serve.

The event had very good representation from different countries (U.K., Switzerland, Spain,

Ukraine, Australia, U.S.A., Hungary, Austria, among others). Fred Kloet, EuroFM Vice-Chair stated that *“the value of joining the Global FM association lies in unconditional sharing to learn and build a global FM culture and connect our sector with the ‘normal’ global economy and society. This workshop delivered the opportunities for just that. The diversity in backgrounds and continental politics delivers more alternatives to choose from when searching for solutions. This also matches closely the European Union’s history. That is why EuroFM strongly supports workshops like this one. It creates a level-playing field and helps us understand the various ways of defining FM. EuroFM was honoured to host the Global FM community”*.

UPCOMING WORKSHOPS

Global FM will be hosting another two International Workshops in 2011:

◆ **Brazil, São Paulo**

19 October 2011 (16:00), during the ABRAFAC Congress & Expo 2011

◆ **U.S.A., Phoenix, Arizona**

25 October, prior to IFMA’s World WorkPlace 2011

Global FM has created a Taskforce to guide the organisers of the International Workshops. The Taskforce is chaired by Richard Byatt from BIFM. Other members participating include Nicolas Berthelier (ARSEG); Carolyn Jorneaux (FMA Australia); Mauro Campos (ABRAFAC); József Czerny (HFMS); Andre Klopper (SAFMA); Isilay Civan and Edmond P. Rondeau (IFMA).

Please plan to join us as we continue our dialogue, sharing and exploration of how to support one another across the globe. We look forward to seeing you in the next International Workshop. More details at www.globalfm.org/GlobalFMWorkshops2011.asp



Qube Global Software is the Headline Sponsor the 2011 Global FM International Workshops

GLOBAL FM AWARDS FOR EXCELLENCE IN FM

A complete report about World FM Day and the Awards will be provided in the next edition of Global FM Newsletter in October 2011.

Global FM had on 23 June two of its most exciting events in the year: World FM Day and the announcement of the winners of the Global FM Awards for Excellence in FM. This year is the second year of the Global FM Awards for Excellence in FM. Three categories have been awarded: Platinum Award of Excellence in FM, Gold Award of Excellence in FM and Silver Award of Excellence in FM. This awards programme recognises efforts by individuals and teams within the facilities management industry — from researchers 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.



The Global FM Awards programme is open to the winners of the awards programme of each Global FM member, as it was intended to award the best of the best within Facilities Management worldwide. Each Global FM Member is entitled to submit a total of 3 Awards applications. Global FM has put together a Judging Panel who evaluated the submissions and decided on the final winners. This panel is 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.

The following submissions were received this year:

- ◆ **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.



ISS is the Headline Sponsor for Global FM 2011 edition of the Awards for Excellence in FM

WORLD FM DAY – 23 JUNE

Facility management associations and professionals on six different continents celebrated the contributions facility management makes to international business and the built environment during the third annual World FM Day on 23 June 2011.

Global FM member organisations and others held public events around the world to recognize the important role facilities management plays in business strategy, organisational development and environmental sustainability. Activities included governmental partnerships, public information campaigns, networking events, seminars and workshops, luncheons, award presentations and social media outreach.

Participating international associations including the Associação Brasileira de Facilities (ABRAFAC), the Association des Directeurs et Responsables de Services Généraux (ARSEG), the British Institute of Facilities Management (BIFM), the European Facility Management Network (EuroFM), the Facility Management Association of Australia (FMA Australia), the Hungarian Facility Management Society (HFMS), the International Facility Management Association (IFMA), the International Facility Management Institute of India (IFMI), the Middle East Facility Management Association (MEFMA) and the South African Facilities Management Association (SAFMA).



A complete report about World FM Day and the Awards will be provided in the next edition of Global FM Newsletter in October 2011.



VINCI Facilities is the Headline Sponsor for World FM Day 2011

GLOBAL FM MEMBERS' NATIONAL EVENTS

IFMA VIRTUAL CONFERENCE & EXPO — 18 MAY 2011

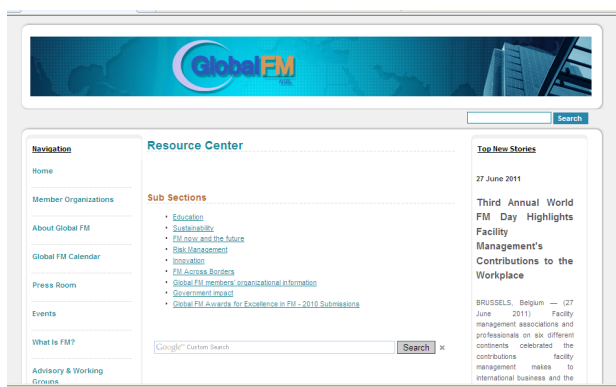
The International Facility Management Association was pleased to host the first-ever Virtual Conference & Expo, the association's newest professional development event for facility managers and those in related fields, on May 18, 2011. Delivering the same high-quality programming as IFMA's on-site conferences and expositions, the virtual event connected peers, industry experts and solutions providers worldwide in a convenient, secure and unique online environment. The conference featured a total of 38 educational sessions and speaker presentations, 10 of which were held live, with the other 28 available for on-demand viewing which is available until August 15. The virtual event was headlined by keynote speaker David Nour, consultant, author and CEO of The Nour Group, who delivered a presentation on customer economics in which he helped participants realize professional growth through social media and strategic business relationships.



◆ GLOBAL FM RESOURCE CENTER

CALL FOR CONTENT: HIGHER EDUCATION INSTITUTIONS WITH FM PROGRAMS

One of the most important contributions Global FM can make to the facility management profession is information. We discover new ways of doing business, successes in reducing operational costs for our companies and improvements in customer productivity every day. It is incumbent on us as Global FM members and professionals in our field to share that



knowledge. In the next couple of months, Global FM will push forward its members to send in relevant resources that could be used by the higher education institutions with FM programmes. Referring them to the wealth of information within the Resource Center would be a wonderful way to support those professionals who are teaching those just entering the

profession as well as continuing to support the current FM community. Please reach out to your organizations and ask that they contribute any type of case study, white paper, benchmarking report, etc. that would be an example of great FM practice. Thank you as always for your assistance in sharing the “collaborative awareness” of Global FM.

To enter the Resource Centre go to www.globalfm.org/resource_center.asp.

Please send your documents for consideration to globalfm@kelleneurope.com

◆ UPCOMING EVENTS

Date	Event	Organiser
24 – 25 August	Fast tracking Service Delivery through Facilities Management, Johannesburg, South Africa	
19 October	Global FM International Workshop, São Paulo, Brazil	
19-20 October	ABRAFAC Annual Conference, Members Dinner, and Best of the Year Award Ceremony	
25 October	Global FM International Workshop, Phoenix, Arizona, USA	
26 – 28 October	World Workplace, Phoenix, Arizona, USA	
12 December	ARSEG Awards, taking place at Le Casino de Paris	

◆ GLOBAL FM YEARLY SPONSORS 2011

◆ QUBE GLOBAL SOFTWARE

HEADLINE SPONSOR FOR THE INTERNATIONAL WORKSHOPS



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 and can be delivered on a wide variety of technology platforms and databases.

◆ ISS – A WORLD OF SERVICE

HEADLINE SPONSOR FOR THE AWARDS FOR EXCELLENCE IN FM



ISS is one of the world's largest commercial providers of Facility 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 our customers by offering a range of business support services within Cleaning, Property, Catering, Security, Support Services and Facility Management. ISS's Facility Management approach represents a unique offering

whereby the service delivery can be integrated into one seamless solution.

◆ GLOBAL FM YEARLY SPONSORS 2011

◆ VINCI Facilities 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.



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Raquel Costa
Global Facilities Management Association
Avenue Jules Bordet 142
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