

## Global FM Sustainability Study

There are many significant sustainability initiatives and best practices that have been undertaken by the individual Global FM partnering organizations that demand attention by 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 GFM partners to collect and compare their sustainability initiatives and showcase them in the global FM community.

Global FM's sustainability study is a true representation of international collaboration and presents a holistic approach to views around the world on FM best practices, position of the FM profession in the sustainability agenda, demand for corporate accountability, the role of FM in key industries and government forums addressing sustainability.

### **Objectives:**

- To compile and understand the initiatives that members of Global FM and other select organizations / businesses are undertaking to address sustainability (past, present and future offerings.)
- Identify commonalities and differences.

### **Methodology:**

To gather the information for this study, IFMA's research department designed an electronic data collection form with input from Global FM's Sustainability Steering Committee. The form collected information regarding past, ongoing and upcoming activities, projects and products related to sustainability. Global FM sent a link to the partnering organizations on July 15, 2008 seeking to populate the data form. Members were asked to respond by August 8. Those who had not submitted information by the deadline were contacted and provided additional time to complete the form so that the report would be complete.

### **Summary of Findings:**

As anticipated, there is no standardized definition for sustainability. Several associations use other organizations' definitions including definitions derived by the US Green Building Council (USGBC), Study Centre for Corporate Social Responsibility (ORSE) and the European Committee for Standardization (CEN). Others have drafted their own or are in the process of creating a definition. When defining sustainability to the built environment, the associations that shared a definition embrace a holistic view of the facility and the stewardship of those who manage and occupy the building.

Education is a broad area, and it is one of the three main areas in which member associations are making their biggest impact. Sustainability is embedded into competencies that are taught and practiced. It is also taught in seminars, conferences, webinars and roundtable discussions.

The amount of research pertaining to sustainability is growing. Some survey data exists as well as published reports and dissertations, but the challenge is bringing it forward in an accessible tool. The other broad area in which most associations have advanced their knowledge in sustainability is magazines, books and reports. Links to these publications are included in the report.

Other practical tools include award programs that recognize member companies that embrace innovative sustainable practices and best practices compilations. As mentioned before, knowledge portals containing a repository of sustainable information is a goal for two of the organizations, BIFM and IFMA. Only one organization listed sustainability embedded into an exposition.

No association works in isolation, and it is apparent from the affiliations listed that all of the groups are working in tandem with other organizations and are forming special interest groups to address sustainability.

## Aggregate results of Global FM Sustainability Study

<b><i>SUSTAINABILITY DEFINED</i></b>	
<b>ABRAFAC</b>	ABRAFAC is adopting USGBC's definition of sustainability
<b>ARSEG</b>	<p>ARSEG uses the ORSE (Study Centre for Corporate Social Responsibility) definition of Sustainability. "Sustainability is an approach that implies three foundations: social, environmental and economic. These three key points have to constitute a global strategy within the framework of a sustainability approach."</p> <p>"Sustainable development is expressed in particular by the idea of the "triple bottom line", which leads to evaluating the performance of companies according to three new sets of factors:</p> <ul style="list-style-type: none"> <li>• Environmental: Compatibility between the activities of companies and the sustainability of ecosystems. This includes analysis of the impacts of companies and their products in terms of resource consumption, waste production, hazardous pollutions, etc.</li> <li>• Social: Social consequences of the activities of companies for all the communities concerned: employees (working conditions, wages, non-discrimination, etc.), suppliers, customers (safety and psychological impact of the products of companies), local communities (harmful effects, respect for crops), and society as a whole.</li> <li>• Economic: Conventional financial performance, but also the ability to contribute to the economic development of the corporate operating area and stakeholders; respect for the laws of fair competition (absence of corruption, no abuse of monopoly power, etc.)." (ORSE definition).</li> </ul>
<b>BIFM</b>	BIFM considers that Sustainable Development is an umbrella term used for activities centered on the environment, social responsibility and economic management. It is the process to achieve development that simultaneously enhances the environment, society and the economy. 'Ensuring a better quality of life for everyone, now and for generations to come'.
<b>FM Arena</b>	FM Arena adheres to the definition of CEN DEC 350 which will be published in 2008
<b>FMA Australia</b>	FMA Australia's definition: "Sustainability relates to the continuity of economic, social, institutional and environmental aspects of human society, as well as the non-human environment."
<b>Hungarian Facility Management Society</b>	The HUFMS does not have its own definition of sustainability
<b>IFMA</b>	IFMA has designated a task force that will likely create a definition of sustainability or determine which existing definition is best suited for the association.
<b>SAFMA</b>	SAFMA defines sustainability as "The ability of natural resources to provide ecological, economic, and social benefits for present and future generations."

***SUSTAINABILITY IN RELATION TO THE BUILT ENVIRONMENT***

ABRAFAC	“Sustainability is the way to use the environmental resources without pollution and damage or usage. We understand that recycling is the intelligent way to practice environmental responsibility and the easiest way for all people to collaborate with. ABRAFAC encourages, stimulates and supports all its members to start working and disseminating their sustainability practices in their facilities and companies.
ARSEG	Regarding sustainability in relation to the built environment, ARSEG refers to carbon issues, energy efficiency, and waste recycling. It includes services that contribute to the well being of the employees: equal opportunities, air and water quality, noise management, ergonomics, reception of disabled professionals. It also includes buying policy, too - fair trade, well-balanced relationship between customer and supplier. A new document for the utilization of High Environmental Quality (HQE) buildings is being edited in France. Fourteen points have to be addressed and correspond to four important fields: eco-construction, eco-management, comfort and health.
BIFM	Social progress which recognizes the need of everyone including staff, contractors and customers; effective protection of the environment and prudent use of natural resources including building materials and furniture; and the maintenance of high and stable levels of economic growth and employment.
FMA Australia	“Throughout the life cycle of a facility and the supply chain supporting this life cycle, facility management embeds the consideration of institutional, social, economic and environmental implications arising from the planning and management of design, construction and acquisition including site selection, operations and maintenance, upgrade and renewal and disposal of a facility to ensure these implications are managed to minimize internal and external impacts to improve the long term sustainability of communities and the ecosystem within which the facility exists.”
Hungarian Facility Management Society	Hungarian Facility Management Society has not defined it until yet. The first try to collect available knowledge is our annual conference in October
IFMA	IFMA has designated a task force that will likely create a definition of sustainability related to the built environment or determine which existing definition is best suited for the association.
SAFMA	Same definition as for Sustainability in general

**EDUCATION**

ABRAFAC	Sustainability: Technologies and Management Tools and Practices to lower environmental impact
BIFM	<p>BIFM competencies are embedded into the BIFM Qualification – one of which covers environmental issues.  <a href="http://www.bifm.org.uk/bifm/careerdevelopment/prostandards/competences">http://www.bifm.org.uk/bifm/careerdevelopment/prostandards/competences</a></p> <p>BIFM training runs five courses on sustainability:  <a href="https://www.bifm-training.com/bifmServicesFS.htm">https://www.bifm-training.com/bifmServicesFS.htm</a></p> <ul style="list-style-type: none"> <li>• Sustainability and Environmental Issue for FM's.</li> <li>• Energy Management</li> <li>• Introduction to Energy Management Certification</li> <li>• Part L (Energy) Building Regulations for FM's</li> <li>• Climate Change Impact on FM.</li> </ul> <p>A series of roundtable discussions were held as part of the Sustainable FM Knowledge Transfer Project, to discuss issues within Sustainable FM's. Discussions were written up in FM World. Themes of discussions were:</p> <ul style="list-style-type: none"> <li>• Definition of Sustainability (Took place in March 07, written up in 20<sup>th</sup> April FMW)</li> <li>• Hearts and Minds (Took place in Aug 07, written up in 21<sup>st</sup> Sept FMW)</li> <li>• Rewards of Sustainable FM (Took place in Oct 07, written up in 16<sup>th</sup> Nov FMW)</li> <li>• Sustainability in FM – by default or design? (Took place in May 08, written up in 29<sup>th</sup> May FMW)</li> <li>• How Green is your Supply Chain? (Took place in Mar 08, written up in 17<sup>th</sup> April FMW)</li> </ul> <p>Can FMs rise to the Challenge of Corporate Social Responsibility? (Took place in June 08, written up in 10<sup>th</sup> July FMW)</p>
FMA Australia	FMA Australia is building its PD program.
IFMA	Sustainability will be embedded in all the FM competencies. IFMA's educational staff ensures that our programs include strong sustainability content. These range from the FM-3D conference, the spring and fall symposiums, and World Workplace. There are online sustainability related education sessions: IFMA's i-Sessions focused on energy efficiency, "Introduction to Sustainability" – a free online course. IFMA also conducts classroom instructor led courses such as: "Making the FM Case for Sustainability."

### **RESEARCH - SURVEYS**

BIFM	<p>Annual Sustainability Survey conducted in May 2007 and May 2008. Survey is part of Knowledge Transfer Project measuring any change in organizations' approach to sustainability and the role of the FM. Looking at whether reporting is carried by organizations, what is reported, and if it is part of FM and org performance objectives.</p> <p><a href="http://www.bifm.org.uk/bifm/groups/committees/14678/documents">http://www.bifm.org.uk/bifm/groups/committees/14678/documents</a></p>
IFMA	<p>Survey of members conducted in 2002, 2005 and 2008 tracking how organizations' attitude toward green building concepts and sustainability practices.</p> <p>2002 - <a href="http://www.ifma.org/tools/research/sustainability_study.cfm">http://www.ifma.org/tools/research/sustainability_study.cfm</a>          2005 - <a href="http://www.ifma.org/tools/research/surveys/2005_sustainability.doc">http://www.ifma.org/tools/research/surveys/2005_sustainability.doc</a>          2008 - <a href="http://www.ifma.org/tools/research/surveys/GreenSurveyResults2008.pdf">http://www.ifma.org/tools/research/surveys/GreenSurveyResults2008.pdf</a></p> <p>2007 and 2008 JCI/IFMA Energy Efficiency Indicator - This survey of C-suite executives and facility managers examines how companies are responding to rising energy costs, what sort of payback they expect from investments in energy efficiency, to what extent investments in energy efficiency were motivated by concerns about the environment versus economics and more.</p> <p>2007 - <a href="http://www.ifma.org/tools/research/surveys/energy_efficiency_indicator.pdf">http://www.ifma.org/tools/research/surveys/energy_efficiency_indicator.pdf</a>          2008 - <a href="http://www.ifma.org/tools/research/surveys/2008_energyeffindex.pdf">http://www.ifma.org/tools/research/surveys/2008_energyeffindex.pdf</a></p>

### **RESEARCH - STUDIES**

BIFM	<p>Sustainable FM Knowledge Transfer Project has been set up between University of Reading and BIFM, part funded by the TSC (Technology Strategy Board formerly DTI). The project will be run over a two-year period with additional support from sponsors. Research will be carried out by a research associate employed by the University of Reading and seconded to the BIFM. Outcomes of project will include a knowledge website which will provide a portal for Facilities Managers to find the tools and information to make their organizations more sustainable.</p> <p>Project research is also supported by a Sustainability Steering Group, consisting of industry professionals involved in sustainability activities, who assist in guiding the project, research, activities and outcomes.</p> <p><a href="http://www.bifm.org.uk/bifm/knowledge/projects/sustainablefmktp">http://www.bifm.org.uk/bifm/knowledge/projects/sustainablefmktp</a></p>
FMA Australia	Sustainability in FM, postgraduate research report
SAFMA	Supply chain carbon footprinting for the textile industry and building developments

***RESEARCH – EMPIRICAL***

<b><i>RESEARCH – EMPIRICAL</i></b>	
BIFM	Research Register with possible links to dissertations in development

***RESEARCH - PUBLISHED DISSERTATIONS***

<b><i>RESEARCH - PUBLISHED DISSERTATIONS</i></b>	
BIFM	<p>Research Register in development which will provide links to dissertations produced on sustainability issues.</p> <p>Annual sustainability survey as part of Knowledge Transfer Project measuring any change in organizations approach to sustainability and the role of the FM. Looking at whether reporting is carried by organizations, what is reported, and if it is part of FM and the organization's performance objectives. This was carried out in May 2007 and May 2008.</p> <p><a href="http://www.bifm.org.uk/bifm/groups/committees/14678/documents">http://www.bifm.org.uk/bifm/groups/committees/14678/documents</a></p>

***RESEARCH – OTHER***

<b><i>RESEARCH – OTHER</i></b>	
ARSEG	Benchmarking: ARSEG developed a benchmark tool which is called "Buzzy Ratios". Some of the indicators are deal with sustainability: energy efficiency, waste management, paper consumption.
IFMA	<p>IFMA's 2008 Operations and Maintenance Benchmarking survey examines sustainable practices related to utility consumption and housekeeping.</p> <p><a href="http://www.ifma.org/tools/research/surveys/IFMAInteractiveSurvey2008.pdf">http://www.ifma.org/tools/research/surveys/IFMAInteractiveSurvey2008.pdf</a></p>

***TOOLS AND RESOURCES***

<b><i>TOOLS AND RESOURCES</i></b>	
BIFM	Pilot to be launched March 09. Knowledge portal of case studies and tools.
FMA	Rating tools work in conjunction with Green Building Council of Australia
IFMA	The IFMA Green Zone Web site, <a href="http://www.ifmagreenzone.org/">http://www.ifmagreenzone.org/</a> , represents IFMA's commitment to sustainability, high-performance buildings, energy efficiency and the triple bottom line by providing education, resources, tools and products for facility professionals.



**COMMUNICATIONS – BOOKS, PUBLICATIONS, JOURNALS, ARTICLES, WHITE PAPERS AND GLOSSARIES**

ARSEG	ARSEG is associated with a magazine: ARSEG Info. When there is an important event or legal information, we publish an article in ARSEG Info in order to inform our members. There are also various articles about practical applications of sustainable practices
BIFM	<p>FM World magazine published fortnightly, with numerous articles  <a href="http://www.bifm.org.uk/bifm/knowledge/resources/fmworld">http://www.bifm.org.uk/bifm/knowledge/resources/fmworld</a></p> <p>Knowledge transfer project to produce a first publication 'Good Practice Guide to Implementing Sustainability Policy' in Sept 2008, followed by a series of guides which will be available electronically</p> <p>As of August 2008, within all BIFM Good Practice Guides, environmental and social responsibilities should be included as part of everyday work – for example as Health &amp; Safety is.</p> <p>BIFM Sustainability Special Interest Group has made available a number of papers that can be downloaded by members from the BIFM website.  <a href="http://www.bifm.org.uk/bifm/groups/sigs/sustai/documents">http://www.bifm.org.uk/bifm/groups/sigs/sustai/documents</a></p> <p>Briefing note on the Housing Green Paper – July 07          BIFM Energy Position Paper – Jan 07          Making it happen – creating value through FM in the built environment– Aug 06 (Authored by SIG)          Review of strategy for sustainable construction – May 06          Be Valuable Report – 2006          EU Biofuels Directive – Jan 05          Managing Building Sustainably – Jan 05          Material Environmental Impacts – Jan 05          A-Z of recycling ideas – Jan 05 (Authored by SIG)          FM in the developing world – Jan 05          Constructing Excellence and Sustainability – Jan 05          First Annual Report on Implementation of the Energy White Paper – Jan 05          Fuel Poverty Report – Jan 05</p>
IFMA	<p>IFMA Foundation "Deliver the Green"  <a href="http://www.ifmafoundation.org/deliverthegreen.pdf">http://www.ifmafoundation.org/deliverthegreen.pdf</a> (single issue)          New 2008 publication: "The Business of Green Cleaning" available for purchase through IFMA Foundation (single issue)</p>

***BEST PRACTICES: EXPERTS, PANELS OR OTHERWISE***

ABRAFAC	Sustainability conscience and benchmarking panels
ARSEG	Facility Management Trophies: Each year, ARSEG organizes an awards ceremony to reward companies that realized innovating projects during the year. One of the categories is dedicated to sustainability. For example, in December 2007, a lawyer's office, named "Gide", won the sustainability trophy: the company installed a very innovative and sustainable lighting system.
BIFM	BIFM Awards include a sustainability award for best practice case study which is judged by panel of experts.
IFMA	<p>IFMA hosts at least one program each year which is a forum for best practices sharing. For the past seven years, presenters have shared their best practices related to sustainability. More than 15 best practices have been submitted, but they have not been validated or deemed a best practice.</p> <p>Since 2006, IFMA presents the Sheila Sheridan Award for Sustainable Design and Energy Efficient Projects to an individual or team whose project is an outstanding example of a base building and/or interior design facilities project that promotes sustainable design and/or energy efficiency.</p>
SAFMA	Benchmarking

***EXPOSITIONS***

FMA Australia	FMA Australia's annual conference "Ideaction2008"
IFMA	World Workplace- the premier facility management conference and exposition – is certified by the Leonardo Academy as a Cleaner & Greener event. In 2008, more than 40% of the exhibition space will be dedicated to green exhibitors.

***CASE STUDIES***

BIFM	BIFM awards include Sustainability based on submitted case studies. Awards judged by independent panel of experts.
SAFMA	Client surveys and analyses

**COMPONENTS: AFFILIATES, CHAPTERS,  
SPECIAL INTEREST GROUPS INITIATIVES**

ABRAFAC	To be formed; work in progress
AFE	Green Resources Council - in formative stages
ARSEG	ARSEG has a special interest group, Sustainable Development Commission. This committee aims at take part to the definition of "HQE" (High environmental quality) standard for the exploitation of offices buildings.
BIFM	<p>Sustainability Special Interest Group follow objectives listed below:</p> <ul style="list-style-type: none"> <li>• Act as a centre of excellence for knowledge and opinion within the FM sector</li> <li>• Share knowledge and good demonstration through case studies and education</li> <li>• Promote best practice, awareness, participation and learning through tools, standards and professional training to enable implementation and delivery</li> <li>• Inform the facilities community and other stakeholders about the importance of effective sustainable development practice to create a framework that allows business contribution</li> <li>• BIFM is committed to the Global Alliance for Building Sustainability and recognizes the benefit of partnerships for action, in turn contributing to sustainable development.</li> </ul> <p>Terms of reference for the sustainability SIG can be found at : <a href="http://www.bifm.org.uk/bifm/groups/sigs/sustai/documents">http://www.bifm.org.uk/bifm/groups/sigs/sustai/documents</a></p>
Hungarian Facility Management Society	The situation regarding sustainability is more or less the same in the "new" EU countries. Therefore is the initiative of GFM of high importance for HUFMS.
IFMA	<p>IFMA has 123 chapters. Approximately 35% of these chapters have indicated that they have hosted a meeting or event dedicated to sustainability. IFMA also has 14 councils (special interest groups). IFMA has partnerships with the following organizations:</p> <ul style="list-style-type: none"> <li>• The U.S. Green Building Council (USGBC). Our aim is to jointly promote sustainability, energy efficiency and environmentally-responsible building operations and facility management practices. IFMA members are the target market for USGBC's Leadership in Energy and Environmental Design for Existing Buildings (LEED®-EB) green building rating system.</li> <li>• The Alliance for Sustainable Built Environments. The focus of the alliance is on developing and delivering sustainability educational programs. The alliance is known for its research and planning tools that it provides to facility professionals.</li> <li>• The U.S. Environmental Protection Agency (EPA). We are an EPA ENERGY STAR® partner and are working to educate facility managers on environmental matters. The goal is to motivate IFMA members to join the ENERGY STAR challenge and improve energy efficiency by 10 percent.</li> </ul>

<b><i>OTHER</i></b>	
<b>AFE</b>	Green Resources Council develops programs and papers on improving sustainability in the M&O of existing facilities
<b>ARSEG</b>	<p>ARSEG proposes to its members a legal and professional foresight service (this service is not included in the annual membership fee). All important information concerning law or innovation in the sustainability area is transmitted to the ARSEG members that have paid for the service (about 200 professionals).</p> <p>ARSEG is a member of the HQE association: This association gathers organizations that work in the construction area. They aim at developing environmental quality standards for buildings by consultation, exchanges, information and training. The HQE association developed in particular methodological documents and represents the most recognized French works in the field within international organizations or standardization organizations (AFNOR, ISO).</p>
<b>IFMA</b>	<p>IFMA's Corporate Sustaining Partner program regularly brings senior corporate executives together to share their perspectives and plans on a broad range of strategic topics including sustainability direction, plans, initiatives and actions in their individual companies. Globally, IFMA is one of the founding members of GlobalFM—a worldwide federation of organizations committed to providing leadership in the facility management profession. One of the hot topics identified and recognized by the global FM community is sustainability. In 2008 IFMA is taking the lead in one of GlobalFM's workshops dedicated to sustainability. It is a major study of members' sustainability initiatives and best practices.</p> <p>IFMA supported the Energy Efficient Buildings Act of 2006 and 2007. This act established a pilot program to award grants to businesses and organizations for new construction or major renovations. It focuses on energy efficient buildings that result in energy efficiency technologies with a target of 20 to 25 percent energy reductions.</p>