

GLOBAL FM
Newsletter
May 2012



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 the facilities management profession by leveraging the Global FM member associations' strength, knowledge and experience.

Global FM members serve all major FM markets in strategic parts of the world: Association des Directeurs de l'Environnement de Travail (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); Facilities Management Association of New Zealand (FMANZ) and Middle East Facilities Management Association (MEFMA). Global FM has an affiliation agreement with the European Facility Management Network (EuroFM).



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

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

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EDITORIAL



Here it is again time for me to pontificate about what is happening with Global FM. Well, while I am still very proud of the progress being made with the organization I would like to focus more this newsletter issue on what is happening in the world that will surely equip Global FM to be even more successful in the future...necessary collaboration! This epiphany came to me as I was speaking at the MEFMA conference in Dubai, attending IFMA Facility Fusion in Chicago, and then with more clarity at a recent collaborative expo event in Kansas City with BOMA, IFMA, ASHRAE, and IREM.

We have all seen the failed and successful mergers of organizations. So what makes the difference? Is it leadership? Is it complementary competencies? Are the successful ones better thought through or more strategic in their execution? I believe it is all of these with one more important element, they needed each other. They were smart enough to know that they could not “go it alone”. Successful mergers and acquisitions have smart people in the room saying “Let’s learn from one another and work hard to bring out the best in one another”. What a refreshing idea!

I mentioned the MEFMA Conference, Fusion and the KC joint expo because in each instance I saw hungry people; people who were searching for answers to problems, easier ways to work, smarter solutions to facility management related issues. That my friends, is why collaboration is still so important. As social networks continue to grow this is ever so evident as it provides so many opportunities to share knowledge. Sharing info on Facebook or LinkedIn is one thing but forging lasting working relationships is quite another.

This is why Global FM must take the lead in bridging continents of FM professionals into one cohesive group that truly does share their best practices and education offerings, mentor one another’s growth, and most of all continue to move forward the FM profession. All these things are included in our 2012-2015 Strategic Plan. Visit the website for more information about the future of Global FM and how you can get involved and contribute.

Take care,
Teena Shouse, CFM, IFMA Fellow
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LATEST NEWS

GLOBAL FM WELCOMES NEW CORRESPONDENT MEMBER: FM ASSOCIATION OF NEW ZEALAND - FMANZ

Global FM is happy to welcome a new member to the association: the Facilities Management Association of New Zealand (FMANZ). Established three years ago, the association has already 400 members over the three main commercial centres of Auckland, Wellington and Christchurch. Val Moraes, Chair of FMANZ explained that: *“FMANZ has been very grateful for the support it has received from IFMA, FMA Australia and BIFM in its early years, and is excited now to be joining Global FM, membership of which will enable FMANZ to participate freely with the worldwide community of facilities management organisations.”*

FMANZ is holding its inaugural conference, the New Zealand FM Summit 2012, on 22nd and 23rd May 2012 in Auckland. The conference will focus on “FM Aiding Growth and Stability Amidst Uncertainty.” FMANZ expects over 200 delegates and trade exhibitors at the Eden Park Conference Centre; the same location as where the Rugby World Cup final took place, which was won by New Zealand itself.

FMANZ follows MEFMA in the correspondent membership category. This new category was created a few years ago as a result of the growing interest of many individuals in different countries in setting-up facilities management associations. Through correspondent membership, Global FM offers recently created associations or associations in the process of being created targeted mentoring, guidance and the opportunity to learn from the experience and knowledge acquired by longer established associations like Global FM founding members. This will reduce the emerging association’s own learning curve, since they can adopt best practices and tap into years of knowledge from other Global FM members.



Facilities Management Association NZ

UPDATE GLOBAL FM TASKFORCES AND EVENTS

As in previous years, Global FM set up Taskforces to look at the concept and organisation of Global FM main events: World FM Day, Awards and International Workshops.

Different conference calls and long email exchanges have taken place since the start of the year to make sure all conditions are in place for a successful year for Global FM.

WORLD FM DAY



The World FM Day Taskforce, chaired by Duncan Waddell, consists of Mauro Campos (ABRAFAC), Nicholas Burt (FMA Australia), József Czerny (HFMS), Don Young (IFMA), Andre Klopper (SAFMA), Sinead Bridget (MEFMA), Lionel Cottin and Sonia Bogner (ARSEG) and Karen Weeks (BIFM).

2012 will be the fourth annual World FM Day. The Taskforce decided on 'Celebrating Success' as the core message for this year's festivities. On 28th June, Global FM invites everyone to share their latest achievements and successes as a FM professional, as a team, company or country. The goal this year is to ensure World FM Day is a fantastic celebration of all the successes achieved by the FM professionals and industry. The communications support package, released in March, is available on Global FM's website (http://www.globalfm.org/world_fm_day2012.asp). There you can download all marketing materials such as the World FM Day logo, email signature, power point presentation, poster template, banner, etc. For this special occasion, Global FM refreshed the World FM Day logo and added some animation at the bottom - the message 'celebrating success' appears in nine different languages, rotating every two seconds.

At the beginning of May, Global FM released a promotional video featuring Teena Shouse and Duncan Waddell, who invite everyone to take part in the initiative and share the FM successes and achievements with everyone on 28th June 2012.

The Taskforce is now discussing the common ele-



ment of all the events taking place on 28th June. In previous years, Global FM released a video, but this year the Taskforce is looking into other options.

We call everyone to keep us informed about plans for 28th June and post all confirmed events to the 2012 World FM Day Google Map. Please help us make this fourth World FM Day a big success.

VINCI Facilities is to be the headline sponsor the World FM Day in 2012



AWARDS FOR EXCELLENCE IN FM



Under the leadership of Bill Conley (IFMA), the Awards Taskforce has been busy preparing the 2012 Global FM Awards for Excellence in FM. The Taskforce gathers Mauro Campos (ABRAFAC), Nicholas Burt (FMA Australia), József Czerny (HFMS), Edoghogho Ogbeifun (SAFMA), Sonia Bogner (ARSEG) and Karen Weeks (BIFM).

The Awards concept remains the same as in previous years. The competition is open to all those who won an award or took part in an awards competition of one of Global FM's members. The goal is to award the best of the best within facilities management. The deadline for submissions is 14th May. Similarly to what happened in 2011, Global FM will make sure that all shortlisted submissions sent in other languages than English are subject to translation. Global FM Board of Directors is of the opinion that such an exercise is paramount to make sure non-English countries are not in a disadvantageous position compared to native speaker applicants.

Then, the difficult task of evaluating the submissions will be left to the 2012 Awards Judging Panel: Pat Turnbull (IFMA), Ismena Clout (BIFM), József Czerny (HFMS), Nicolas Henry Lepaute (ARSEG), Andrew McEwan (FMA Australia), Marcos Maran (ABRAFAC) and Bill Ward (SAFMA). The Judging Panel has already been briefed about the Awards eligibility rules and evaluation criteria and is looking forward to starting their work on 14th May.

The main novelty this year is that the winners of the Global FM Awards will be announced at a physical event. In the past, the winners were announced during World FM Day via video, but the Taskforce decided that the event deserved a special celebration this year. While the Taskforce is still working on the

details, the date and venue have already been agreed. The winners will be announced on 31st October in San Antonio, Texas, U.S.A. during IFMA's annual conference and exhibition World Workplace.

ISS is the headline sponsor the 2012 Global FM Awards for Excellence in FM



INTERNATIONAL WORKSHOPS



Global **FM** International WORKSHOPS

Last, but not least, the International Workshops Taskforce, led by Isilay Civan (IFMA) has had a couple of conference calls to prepare the six International Workshops taking place this year:

- International Workshop in Dubai, U.A.E., 12 March 2012
- International Workshop in Paris, France, 5 April 2012
- International Workshop in Canberra, Australia - 17 May 2012
- International Workshop in London, U.K. - 18 June 2012
- International Workshop in São Paulo, Brazil - 23 October 2012
- International Workshop in San Antonio, Texas, U.S.A. - November 2012 (date to be confirmed)

Mauro Campos (ABRAFAC), Nicholas Burt (FMA Australia), József Czerny (HFMS), Sinead Bridget (MEFMA) and Lionel Cottin (ARSEG) take part in the Taskforce. The group has agreed on a new concept for the International Workshops. The six workshops planned for 2012 will all cover the same main theme (The new economy - the right time and the right place for FM), but each host association is welcome to adapt the theme to the national context and focus on a more precise aspect. At the end of the year, the Taskforce will issue a publication with a summary of all the different approaches discussed in the six locations about the new economy and how it is impacting facilities management.

2012 will hence mark the beginning of the Global FM series of International Workshops. Global FM Board of Directors welcomes the idea since it gives a different meaning to the workshops and offers a good record of all the interesting discussions taking place in the different countries.

Qube Global Software is the headline sponsor for the Global FM series of International Workshops in 2012.



On a final note, Global FM would like to thank all the volunteers who take part in the Taskforce, providing invaluable input to the work of the association.

OUTSOURCING IN FM DOMINATES DISCUSSION DURING GLOBAL FM'S INTERNATIONAL WORKSHOPS IN DUBAI AND PARIS

Global FM kicked off its series of International Workshops in 2012 with two successful workshops held in Dubai, U.A.E. and in Paris, France.



On 12th March, 300 participants gathered in Dubai's World Trade Centre for the International Workshop hosted by MEFMA (Middle East FM Association), which ran alongside MEFMA's first annual

conference. The international workshop lined up the following speakers to discuss the common topic of all Global FM Workshops in 2012, "The new economy - the right time and the right place for FM": Teena Shouse (FEA, Global FM chair), Dilip Khatwani (MEFMA board member), Steve Jones (Qube Global Software), Karla Reid (FM Professional, IFMA FM Consultancy Council Member), Alain Roberts (the French Spiderman) and Jon Seller (Optegy Group).

The discussion highlighted that FM is growing into new levels of expertise, going far beyond pure building maintenance and reaching other key areas like security, safety, crisis management etc. There is a growing awareness about the need to involve FMs right at the design stage of operations, which is a great achievement for the industry. Moreover, outsourcing is also becoming a very well accepted practice. It is getting more and more popular to outsource to FM companies whilst businesses concentrate on their core practice and industry. As something unheard of in the Middle East only a few years ago, the new outsourcing trend is becoming ever more popular.

Due to this new trend, and the ever-increasing number of projects in the Middle East - which are both large in size and awe-inspiring - the need for high-end FM companies has become greater.

The Middle East is home to some truly amazing developments, including the tallest tower in the world, the first man made Palm Jumeriah island, the largest shopping mall on the globe, new university cities,

and the first Ferrari theme park. The list could go on and on, and makes the demand for FM ever more prevalent. MEFMA board member Ali Al Suwaidi reflected on the workshop by adding how truly international the panel of guests were, all offering a global taste to the Middle East conference and Global FM workshop. He noted *“This is a first for MEFMA, to hold a large conference like this and have the support of Global FM and their workshop running alongside it. We are delighted with the result and the delegates experienced real worth in our connection to Global FM.”*



From a totally different perspective, outsourcing was also at the centre of attention in the Paris International Workshop. The event was hosted by ARSEG, the French FM association (association des directeurs de l’environnement de travail), and it took place during ARSEG’s annual conference and exhibition in Paris on 4th April 2012. The panel of speakers was composed of Ian Broadbent (Hallmark Cards, BIFM chair), Pascale Mangot-Lagarde (regional facilities manager at Royal Bank of Scotland, ARSEG vice-president), Frédéric Coquerie (group implementation director at VINCI Facilities) and Lionel Cottin (ARSEG).

Broadbent explained that the British FM market is in good health despite the current turndown. The growth is supported by a continuing outsourcing movement, acquisitions of innovative small companies made by the major actors which reinforce their global offer and their margins, and the public sector that is still looking for a better cost control. One of the biggest challenges anticipated is that 60 percent of current facilities managers are due to retire in the next ten years. *“The industry has moved beyond the four walls; however we need to continue to diversify, innovate and embrace different challenges if FM is to be seen as the key business enabler”* Broadbent concluded.

It is characteristic for the French FM market that companies are continuously in the search of ways to cut costs through outsourcing and office space reduction, which leads to difficult changes in the way companies and employees have been accustomed to work. *“That’s the reason why ARSEG recommends strongly to its members to deepen their change management competencies”* Cottin explained.

Frédéric Coquerie highlighted the impact that this has on service providers by stating *“Facilities management doesn’t escape globalisation and there are more and more global calls for tender including ten to fifteen countries.”* While Mangot-Lagarde agreed with the observation, she highlighted that in-house working environment departments have to be very careful with the way they define their global and local SLA’s. *“By defining a very precise global SLA, companies take the risk of not matching with local requirements.”* Mangot-Lagarde warned and continued, *“Did you know that outsourcing security was unlawful in Turkey?”* Examples such as this are the reason why the local factor has to be considered very carefully in such transnational contracts.

Finally, the discussion concentrated on whether international standards in FM are needed or not. Even if very few people seem to use the existing EU standards, everybody agreed that it would be beneficial to get at least some common definitions of the major terms used in FM, helping FM professionals to understand each other.



Global FM would like to thank MEFMA and ARSEG for hosting the International Workshop during their national conferences.

NEXT STOP: CANBERRA, AUSTRALIA ON 17TH MAY

The next Global FM International Workshop is scheduled for Thursday, 17th May, in Canberra, Australia.

The panel of speakers includes:

- Teena Shouse, Sr. FM Consultant at FEA, Global FM Chair
- Val Moraes, Managing Director Gregmore Group, Chair FMANZ
- Lionel Prodggers, Founder and Director of Agents4RM International
- Gene Mcglyyn, Assistant Secretary, Building and Government Energy Efficiency Branch, Department of Climate Change and Energy Efficiency

Duncan Wadell, Managing Director FM Intelligence and Global FM Board Member will be the moderator, and another Global FM Board Member, Steve Taylor, Chief Executive Officer, Programmed Group will do the opening remarks.

The workshop will follow the 2012 theme: "The new economy: the right time and the right place for FM", but will focus on demonstrating the value of facilities management in the transition to a low carbon economy.

The Australia International Workshop will be hosted by the Australian member of Global FM – FMA Australia- and takes place parallel to Ideaction 2012, FMA Australia's annual conference and exhibition happening from 16th to 18th May in the National Convention Centre of Canberra. Ideaction 2012 will be 23rd national facilities management conference and expo in Australia. The event is focused on the operation, management and maintenance of Australia's buildings, precincts and community infrastructure.





GLOBAL FM MEETINGS IN AUSTRALIA ON 15TH AND 16TH MAY



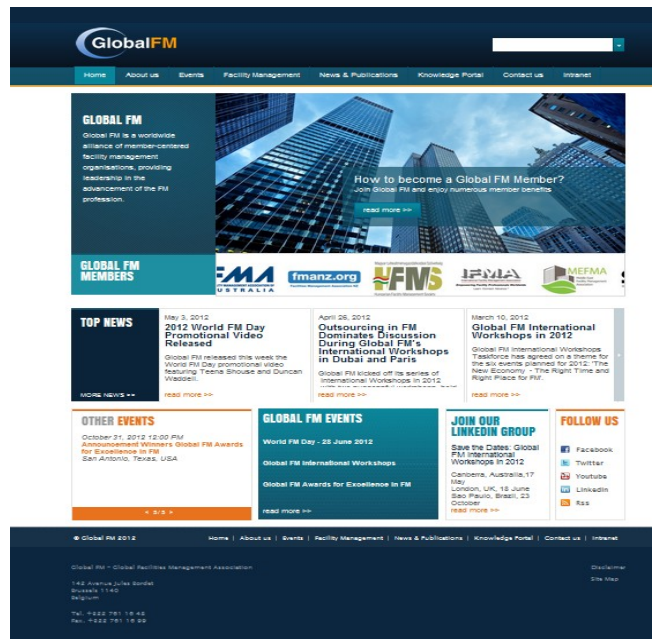
Global FM membership will gather in Canberra, Australia on 15th and 16th May for internal meetings, including the Annual General Meeting of the Association. These meetings will take place right before Ideaction 2012, FMA Australia's annual conference and exhibition. The major items on the agenda include

the endorsement of the Strategic Plan 2012-2015, approval of new Statutes and Internal Rules and Regulations and other customary matters like annual accounts, audit report, 2013 budget and membership fee, among other items. For those who cannot make it to Australia, a webinar and conference call will be made available. Following the meeting, a webcast of the webinar will be sent to members, so they can see the meeting online.

FACELIFT TO WWW.GLOBALFM.ORG: LAUNCH OF NEW WEBSITE

Global FM has been busy with the revamping process of its current website. Together with the Communication Directors Group, the Global FM Headquarters is reviewing the content, structure and layout to provide the association with the right platform to communicate properly to both membership and general society the activities of the association.

Visitors to globalfm.org will experience a clearer, more intuitive web portal that offers easy access to information about the association, but also about facilities management.



The website is expected to go live **mid-May**.

GLOBAL FM LINKEDIN DISCUSSION GROUP

Join the Global Conversation on FM!



The Global FM LinkedIn Discussion Group was created in December 2011 as members felt the need to be present in social media platforms and use other tools to communicate with membership and FM community.

The Discussion Group has more than 200 members and is being populated with interesting discussions about Global FM activities, FM trends and surveys on a weekly basis.

We invite all members of Global FM members (and the wider FM community) to share their knowledge and experience in this online platform.

For more details and to join the conversations look for the group Global FM –Global Facility Management Association on LinkedIn or click on this link:

<http://www.linkedin.com/groups?about=&gid=4182311&trk=anet ug grpro>



The screenshot shows the LinkedIn group page for "Global FM - Global Facility Management Association". The page includes a navigation bar with links for Home, Profile, Contacts, Groups, Jobs, Inbox, Companies, News, and More. A search bar is located in the top right corner. The group's name is prominently displayed, along with sub-navigation links for Discussions, Members, Promotions, Jobs, Search, Manage (with a notification icon), and More... A "Share group" button is also visible. The main content area contains a description of the group, stating it provides a forum for discussion about Facilities Management to Global FM members and to everyone interested in the progress of the FM profession. It also mentions that Global FM is a worldwide alliance of member-centered Facilities Management organizations, providing leadership in the advancement of the FM profession. For more information, it directs users to the website: www.globalfm.org. On the right side, there is a "About this Group" section with the following details: Created: November 19, 2011; Type: Nonprofit Group; Members: 204; Owner: Raquel Ponte Costa; Managers: Andrea Sanchez; Website: http://www.globalfm.org. At the bottom left, there is a section titled "Group Members in Your Network" featuring a profile card for Jozsef Czerny, identified as the chairman of the Hungarian Facility Management Society and an independent facilities management consultant.

NEWS FROM MEMBERS

BIFM APPOINTS NEW CEO, CHAIR AND DEPUTY CHAIR

BIFM[™] New office bears have been elected during the BIFM Board meeting on February this year: Ismena Clout is to be the 11th Chair; Liz Kentish the Deputy Chair and Gareth Tancred was appointed the CEO of the Institute.

ADVANCING OUR PROFESSION

Clout has taken over from current Chair Ian Broadbent, and started a two-year tenure leading the Institute.

Ismena Clout is the Key Account Manager for powerPerfactor, a role she has had since June 2009 where she focusses on partnering with facilities management companies around the UK. Ismena has been volunteering for BIFM for almost 6 years and in that time has chaired the London Region and founded and chaired the Rising FMs SIG. Chair. Ismena has already started participating in Global FM activities as well. She is taking part in the Global FM Awards Judging Panel and will be evaluating all submissions for the 2012 edition of the competition.



Liz Kentish will start as Deputy Chair on 12th July 2012. Liz is the Managing Director of Liz Kentish Coaching Limited. A qualified coach, licensed trainer and public speaker who has specialised in the service sector for over 20 years, she strives to make a difference to the lives of her clients and trusted friends.

Gareth Tancred is now the new CEO of BIFM. Gareth Tancred was acting (then interim) CEO of the BIFM from October 2011, and prior to this appointment had been COO of the Institute since August 2009. He has over 12 years' experience at board level, ranging from SMEs to large UK, European and international organisations, along with an extensive portfolio as an executive director, specifically as a deputy CEO. In 1994 Gareth became a Fellow of the Chartered Institute of Management Accountants



(CIMA). He has been a member of the Institute of Directors (IoD) since 2000, and qualified as an accountant in 1992.

Global FM congratulates the new team and wishes plenty of success for the mandates just started or about to start.

CONSTRUCTION TYCOON, DONALD TRUMP OPENS MEFMA'S FIRST INTERNATIONAL FM CONFERENCE, MARCH 2012

Donald Trump opened the inaugural Middle East Facility Management Association



Conference in Dubai, UAE, on the 11th of March, predicting that the industry will be one of the leading FM industries in the world. He stressed that the nature of recent developments will have a profound effect on facilities management and therefore on core services such as healthcare, educa-

tion and retail.

Under the theme of "The Middle East, The New Economy", Trump was joined by CEO of RERA, H.E Marwan Bin Ghulaitha who testified to the contribution FM has on the economy, pointing to the value that can be retained in a property through best practice. Other speakers alluded to the challenges FM faced within the Middle East before it could be considered a world leader in best practice. This included the trend of annual re-tendering in the Middle East, whereby projects are being reviewed every year rather than the global average of 5. Other notable issues included the lack of reserve funds

for emergency maintenance, benchmarking and the correct implementation of building control systems. Meanwhile other speakers reflected on the contribution FM has on the economy by emphasising a rising trend in financiers seeking valuations on buildings that support loans, because there is a growing concern that poor maintenance is devaluing the bond from its original estimation.

The Global FM Workshop was held alongside the programme with international speakers adding to the overall flavour of the 2 day event.

All speaker presentations can be found at www.mefma.org.

UPCOMING EVENTS 2012

Date	Event	Organiser
16 May	Global FM Annual General Meeting, Canberra, Australia	
16 - 18 May	Ideaction 12, Canberra, Australia	
17 May	Global FM International Workshop, Australia	
23 - 25 May	EFMC 2012, Copenhagen, Denmark	
18 June	Global FM International Workshop, London UK	
18 June	THINK FM Conference, London, UK	
28 June	World FM Day	
21 - 22 August	SAFMA Annual Conference, Johannesburg, South Africa	
23-25 October	ABRAFAC Congress and Expo 2012	
23 October	Global FM International Workshop, Brazil	
31 October - 2 November	IFMA World Workplace, San Antonio TX, USA	
31 October	Announcement Winners of 2012 Global FM Awards for Excellence in FM	
31 October - 2 November	Global FM International Workshop, USA (date tbc)	
10 December	Trophées Arseg, Casino de Paris	

GLOBAL FM 2012 YEARLY SPONSORS

Global FM has concluded three sponsorship agreements with three well-known companies in the FM sector. Global FM is hence very pleased to announce its three Yearly Partners for all the activities and events in 2012:

◆ **ISS – A WORLD OF SERVICE**
HEADLINE SPONSOR FOR THE AWARDS FOR EXCELLENCE IN FM



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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.

GLOBAL FM YEARLY SPONSORS 2012

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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.

◆ 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.

GLOBAL FM YEARLY SPONSORS 2012

◆ 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.



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