

# GLOBAL FM Newsletter August 2010





## ABOUT GLOBAL FM

Founded in 2006, Global FM - Global Facilities 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 are located in the major FM markets, covering strategic parts of the world. Besides IFMA in the US and FMA in Australia, Global FM also reaches South Africa (SAFMA), Brazil (ABRAFAC) and Europe (FM Arena, BIFM, ARSEG, HFMS).



*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:**

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### ♦ EDITORIAL



We had a few very exciting months with Global FM and I wanted to take the opportunity to give you a short update.

On 24th June we celebrated World FM Day for the second time and it was a great success. We had several events taking place all around the world ranging from lunch debates, conferences and twitter conversations to "Happy Hour" gatherings.

No matter how you celebrated World FM Day this year, I was very pleased to see that individual facilities managers, FM teams and FM companies successfully used the day as a way of promoting the strategic value that facilities management brings to many organisations.

On World FM Day we also announced the winners of the first ever Global FM Awards for Excellence in Facilities Management. We have received a range of outstanding submissions, which can all be viewed online on Global FM's Resource Centre. Detailed information on the winners can be found in this newsletter.



In April, Global FM held its board meeting in London alongside the BIFM Annual Conference, followed by the interactive 9th Global FM International Workshop on "Working across Boundaries – The FM Challenge in an Advancing World."

The 10th Global FM International Workshop will cover the same topic and will take place on 26th October 2010, one day prior to the International Facility Management Association's World Workplace 2010 Conference & Expo. I look forward to seeing many of you there.

At the beginning of June, Global FM board representatives had a productive discussion with EuroFM board representatives. We were happy to explore how the two organisations can work together in the future. As a result of our first meeting, it was extremely pleasing to see how EuroFM members embraced and promoted World FM Day.

I hope you enjoy reading this newsletter, which includes detailed information on all of these exciting initiatives. As always, please feel free to pass it on.

With kind regards,  
Steve Gladwin  
Global FM Chairman

## ◆ LATEST NEWS

### INTERNATIONAL WORKSHOP IN LONDON

The 9th Global FM International Workshop was held in London on 13th April, hosted by the annual conference of the British Institute of Facilities Management.

Global FM Chairman Steve Gladwin led the workshop, which centred around the theme "Working across boundaries - the FM challenge in an advancing world". More than 30 participants - representing Global FM member organisations, service companies, software providers and consultancies - discussed the challenges of working across borders to achieve a common goal. Dave Wilson, director of Agents4FM International, set the scene with a thought-provoking presentation on cultural diversity. For him it's all about perception and preconceptions: "*Value judgments based on large groups are of no use when dealing with individuals. Yes, behaviour is partly determined by culture, but personality plays a big part*". Global FM headline sponsor of the International Workshop, Qube Global Software, argued that technology is transcending boundaries. The user interface and expectations of self-service are key components of this trend.

Do international clients want consistency across borders? Yes, said Palle Esbensen of ISS, one of Global FM's 2010 yearly sponsors. Others argued they were not so sure, saying that this might be the view from the CEO/CFO, but that it was unlikely to meet the needs of a local workforce.

In the lively debate (peppered with anecdotes of cross-cultural experiences) the group was divided on whether technology will "normalise" cultures, although all agreed it would be regrettable if diversity was eroded.

BIFM CEO Ian Fielder suggested that the word not used in the debate so far was "community." He argued that all diversity issues could be transcended by observing the culture of younger people and the ease with which they build networks, i.e., via LinkedIn and Facebook. Changes were evident within the BIFM, said Fielder, as members were more in-

## INTERNATIONAL WORKSHOP IN LONDON

clined to build a community of interest with like-minded people than to support a geographical bond. If the diversity of opinion in the room was anything to go by, there is certainly no danger of cultural conformity in FM just yet.

Dani Kolb, Global FM Headquarters (Kellen Europe), highlighted the fact that today it is common practice for young people to study and work in different member states of the European Union. This mobility has broken down boundaries and will probably do so even more in future. Following the event, Steve Gladwin highlighted the positive outcome of the workshop and the lively discussion: *"Thanks to a diverse audience, we were able to share our views on the challenges that new information technologies and communications are posing to the FM profession, companies and associations. Global FM is a living example of how to work and co-operate across boundaries."*

**During the BIFM annual conference, Global FM had a very successful face-to-face board meeting. The board worked on the organisation's Balanced Scorecard and strategic direction**



## WINNERS FOR THE AWARDS FOR EXCELLENCE IN FM

The Global FM Awards for Excellence in Facilities Management recognise efforts by individuals or teams within the FM industry, from researchers to facilities 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.

These awards are intended to recognize the “best-of-the-best” within the FM world and promote the strategic value and progress of facilities management. They give an invaluable worldwide recognition to recipients for their commitment and success in promoting and enhancing facilities management practices.

The recipients of these awards demonstrated the value of their innovations and/or improvements to the community through sustainable outcomes in the FM industry. The innovations and/or improvements arose from research or an initiative. They were in turn substantiated by supporting documentation or independent verification of the outcomes of the initiative, or in the case of research, the key findings.

The three levels of recognition awarded included:

- § The Platinum Award for Excellence in FM
- § The Gold Award for Excellence in FM
- § The Silver Award for Excellence in FM

Global FM received 13 award submissions and proudly announced the following winners on World FM Day:

## WINNERS FOR THE AWARDS FOR EXCELLENCE IN FM

### THE PLATINUM AWARD FOR EXCELLENCE IN FM WINNER EC HARRIS & DEPARTMENT FOR CHILDREN, SCHOOLS & FAMILIES



EC Harris is an international built asset consultancy in planning and executing strategies that optimise the construction, operation, use and ownership of built assets.

DCSF (Department for Children, Schools & Families, now called the Department for Education) had several buildings which were old fashioned, inefficient and based around cellular offices. Together with EC Harris they committed to improve the work environment while

improving the sustainability performance with minimal environmental impact.

DCSF and EC Harris developed a plan which:

- § Reduced desk space ratio;
- § Created greater use of natural light in meeting rooms;
- § Offered more height adjustable desks to meet individual needs;
- § Reduced the DCSF's carbon footprint by 50 percent in London through multiple energy efficiency improvements; and
- § Had energy efficiency improvements resulting in ongoing FM savings of 1.5M Euros per annum.

Most of the occupants reported that while they appreciated the cost savings, the changes also improved their ability to collaborate. In addition, they noticed better operational effectiveness. This award is a shining example of how FM teams can think into the long term operations and see the beneficial impact of project design and planning to improve the workplace, save money and reduce the carbon footprint of the organisation.

To hear the interview with EC Harris, go to [www.globalfm.org/GlobalFMAward.asp](http://www.globalfm.org/GlobalFMAward.asp).

## WINNERS FOR THE AWARDS FOR EXCELLENCE IN FM

### THE GOLD AWARD FOR EXCELLENCE IN FM WINNER CISCO FRANCE & OZ CONSULTING



CISCO France (Paris) forecasted a 40 percent growth from 2008 to 2012. The project presented by Cisco France is the result of a need to adapt the workplace environment to new ways of working. The main objectives were to support the business growth, to achieve a flexible and comfortable working environment in a

competitive environment, to create next generation working facilities, to make the building a CISCO technology showcase, and to reduce CO<sub>2</sub> emission.

In partnership with OZ Consulting, the existing Cisco 11,300 m<sup>2</sup> 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. This concept has been implemented along with the promotion of the brand and in-house technology.

As a result, satisfaction rate has increased from 49 to 57 percent and occupancy rate from 41 to 54 percent.

To hear the interview with Cisco France, go to [www.globalfm.org/GlobalFMAward.asp](http://www.globalfm.org/GlobalFMAward.asp)

## WINNERS FOR THE AWARDS FOR EXCELLENCE IN FM

### THE SILVER AWARD FOR EXCELLENCE IN FM WINNER THE CENTER MILTON KEYNES, UK

thecentre:mk is a regional shopping centre situated in the heart of Milton Keynes. With over 240 stores, cafes and restaurants all under one roof, it is anchored by John Lewis, House of Fraser, Marks & Spencer and Next. As the premier shopping destination in the region between London and Birmingham, Cambridge and Oxford, thecentre:mk enjoys around 30 million visits every year and is unrivalled in its customer service.

The initial factors which prompted the research into biodiesel were the increasing cost into diesel and a desire to minimise the CO<sub>2</sub> emissions generated by vehicles. In choosing to use tenants' waste cooking oil, the

FM team also discovered there are other operational benefits. The overall emissions generated from the collection, processing and disposal of the byproducts of the waste cooking oil at thecentre:mk is 1.258 kg of CO<sub>2</sub> eq. per litre of biodiesel produced. This figure represents a 52 percent reduction in the emissions factor to that of petroleum diesel when directly compared. It is a considerable decrease for thecentre:mk.

During the initial phases of testing, biodiesel was gradually introduced to the vehicles and a saving of around £60 a month was realised. This saving is now closer to £150 a month - giving a payback period of 20 months.

To hear the interview with The Centre Milton Keynes, UK, go to [www.globalfm.org/](http://www.globalfm.org/)



## WORLD FM DAY 2010



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 24th June 2010. Global FM's Chairman Steve Gladwin stated that *"no matter how you celebrated World FM Day this year, I was very pleased to see that individual facility managers, FM teams and FM companies successfully used World FM Day as a way of promoting the strategic value that FM brings to many organizations"*.

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.

Additionally, World FM Day 2010 saw the announcement of the winners of the first ever Global FM Awards for Excellence in Facilities Management - recognising efforts by individuals or teams in the FM industry who have made a positive contribution to the knowledge, application and communication of strategies to promote sustainability and improve the work environment. For a complete list of details regarding the Global FM Awards for Excellence in Facilities Management, visit [www.globalfm.org/GlobalFMAward.asp](http://www.globalfm.org/GlobalFMAward.asp).



To learn more about World FM Day activities and view photos, go to [www.globalfm.org/world\\_fm\\_day.asp](http://www.globalfm.org/world_fm_day.asp).

## INTERNATIONAL WORKSHOP IN ATLANTA

The workshop "Managing FM Across Borders" will be held one day prior to IFMA's World Workplace 2010 Conference & Expo, in Atlanta, Georgia, at the conference hotel, from 9:00 to 12:00. Increased interdependence of world markets is accelerating the rate of change taking place in the facility management profession. In the past, only those facility professionals who were responsible for real property or fixed assets in multiple countries had to think globally. Moreover, this elite group was largely comprised of senior practitioners who were a part of, or had direct access to, top management and the C suite. Many had MBAs for guidance and vast international experience on which to rely. Today virtually every facility professional, regardless of location or experience, must operate in a business environment that is more global than ever before. A facility professional need not have a physical presence outside his or her vicinity to be considered an international player. Companies are bought and sold across borders, suppliers change from domestic to international, products are launched in new markets throughout the world and any company or organisation with a presence on the Internet is global. This is the last of the two planned workshops in 2010 to explore the challenges and opportunities that cross border delivery facilities management faces and to look at practical and repeatable solutions.

### **Workshop objectives:**

- § What macro factors are changing the global landscape for facilities managers?
- § What cultural, age, geographic boundaries exist that must be identified and addressed?
- § How are FM practitioners responding to these changes - both in their approaches to strategic facilities planning and day-to-day operations?
- § How are the national and international FM organisations responding?
- § What collaboration is taking place?
- § What current offerings can assist FMs in both preparation and implementation?
- § What is around the corner and how can we collectively prepare for it?

**For more information, check the Events page on Global FM website:**  
[www.globalfm.org/GlobalFMWorkshops.asp](http://www.globalfm.org/GlobalFMWorkshops.asp)

## ◆ GLOBAL FM RESOURCE CENTER

In order to keep in the spirit of the recently announced Global FM Awards for Excellence in FM, the recently announced winners - as well as all other submittals - were added. The intent was to gather all contributions so they could be utilized as best practices and help further promote the growth of facility management worldwide.



To enter the Resource Centre go to [www.globalfm.org/resource\\_center.asp](http://www.globalfm.org/resource_center.asp).

Please send your documents for consideration to [globalfm@kelleneurope.com](mailto:globalfm@kelleneurope.com)

## ◆ TESTIMONIALS GLOBAL FM MEMBERSHIP



**IFMA, Don Young, CAE, APR**

“Working with fellow communication directors from Global FM participating organizations has been rewarding for both me and IFMA. I have known some of these acquaintances for nearly two decades, but have not previously had opportunities to work with them to the degree I have had through Global FM.

Though we are separated by geography, we are united in our efforts to magnify the importance of the facility management profession worldwide. Moreover, it’s a very collegial relationship where ideas and resources are readily shared for the betterment of everyone in the network. It’s truly an example of international collaboration at its very best. Collectively we take away much more

## ◆ GLOBAL FM TESTIMONIALS

than any one of us contributes individually and the relationship has strengthened from year to year. World FM Day is one shining example of a real team effort.”



**ABRAFAC, Chris Hare**

“No matter what our chosen field it is essential that we remain up to date and connected to the mainstream of our profession. There are numerous ways that this could be accomplished: networking, trade and professional journals, etc. However, one great way to accomplish this is by joining a professional association. The benefits of joining professional organizations are numerous and are available for almost any career field.”

“Prospective employers seek out individuals whose field knowledge is not solely dependent on college studies, that are somehow connected to the real world and the challenges it poses. Professional associations achieve this through trade journals, newsletters, and websites with invaluable information on up-to-date issues and developments in your specific field of interest. Membership also conveys to an employer that you are dedicated to your field of activity, and may open doors of opportunity through greater exposure to the job market.

Facilities management professionals are fortunate that not only do they have local representation through their national associations, but these national associations are also supported through membership of Global FM. In today’s global market place this international presence and unity provides significant benefits to FM professionals wherever they may be employed. Congratulations to Global FM and all the national associations on their achievements over recent years, and many thanks to the numerous people who have given their time and expertise (often without pay) in the promotion of our field as a valued professional activity.”

## ◆ GLOBAL FM TESTIMONIALS



**Richard Byatt, BIFM Corporate & Public Affairs Director**

“Collaborating with staff from other FM organisations around the world, through Global FM, is extremely valuable for BIFM. We can exchange ideas and information and we get a different perspective on running a professional association. Projects are frequently improved very quickly through discussion with our international colleagues, as local experience and expertise is combined.”

**IFMA, Thomas L. Mitchell Jr., CFM, CFMJ**

“Since its inception, Global FM has been a valued leader in furthering the magnification of the facility management profession worldwide by helping its member organisations stay connected through international workshops and other networking opportunities, as well as by promoting FM knowledge and understanding where professional associations don’t exist. As IFMA continues to expand its international influence and outreach, Global FM will serve as a valuable partner that will benefit all those affiliated with it, both personally and professionally.”



## ◆ UPCOMING EVENTS

Make sure you keep abreast of all our members events by checking the Global FM website for the latest information.



SAFMA has its Annual Conference from 24th to 25th August 2010 in Johannesburg Gauteng South Africa



IFMA's World Workplace 2010 Conference & Expo will take place in Atlanta, GA USA from 27th to 29th October



Another important date for your diary is the Global FM Annual General Meeting (AGM), which will be held in Atlanta just before World Workplace 2010 and is planned for Monday 25th October.

### Scheduled Meetings in Atlanta, Georgia

Monday 25th October 2010

10:00 – 12:30 > Global FM Board

12:30 – 13:30 > Global FM Board Lunch (will include the IFMA Board of Directors and the Foundation Board of Trustees)

14:00 – 16:00 > Global FM Extraordinary General Meeting

19:00 – 22:00 > Global FM Board Dinner (with IFMA Executive Committee)

Tuesday 26th October 2010

9:00 – 12:00 > Global FM Workshop

Check out Global FM website regularly for an updated listing of events:  
[www.globalfm.org/global\\_calendar-current.asp](http://www.globalfm.org/global_calendar-current.asp)

## ◆ GLOBAL FM YEARLY SPONSORS 2010

### ◆ 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 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 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.

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