

GLOBAL FM
Newsletter
April 2011





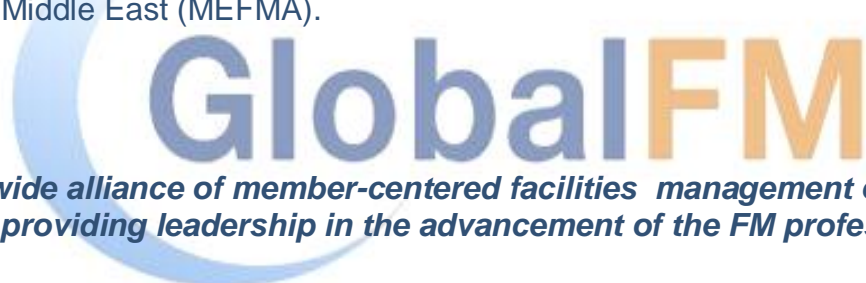
ABOUT GLOBAL FM

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, which is based in the US and FMA in Australia, Global FM also reaches South Africa (SAFMA), Brazil (ABRAFAC), India (IFMI India) Europe (FM Arena, BIFM, ARSEG, HFMS, EuroFM), and Middle East (MEFMA).



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



“As I read the draft of this newsletter I paused to reflect on the amazing progress that Global FM has been made over the last few years.

What began as a vision is now a reality of enabling facility management professionals to connect all across the globe. We are welcoming new members, MEFMA , improving our Awards of Excellence in FM program, continuing to see more and more enthusiasm for World FM Day and adding collaboration, EuroFM, which all makes us stronger each day.

The Ambassador program will begin in earnest next quarter which will allow for an even better alignment of mature existing, emerging or visionary associations. This will enable us to share and prosper even more from a collaborative platform thus fulfilling our mission of elevating the profession and those who choose to make it their livelihood.

I will not spend time to review each and every accomplishment as this is well done within the body of this newsletter. I will only ask that you thoughtfully read each area of interest and ask yourself what you might do to assist in this quest.

It takes all of us working together to make the dream a reality. Thank you, to all of you who already contribute to make Global FM successful!”

Best wishes.

Teena Shouse, CFM, IFMA Fellow
Global FM Chair

◆ LATEST NEWS

NEW GLOBAL FM MEMBER: MEFMA

Global FM is pleased to announce that the Middle East Facility Management Association is the latest member to join the expanding federation.



"Engaging with professionals and governments across not just the Middle East but on a global level is crucial, that is why our membership of Global FM has been the most important announcement MEFMA has taken so far in 2011," announced MEFMA President Jamal Lootah.

"Collaboration and understanding of regions through transparent dialogue with international facilities management associations is vital to MEFMA's development and objectives for the FM industry in the Middle East. Global FM is the association for facilities management associations worldwide and MEFMA is very proud to announce its membership of this organization—further strengthening our communication and network with the likes of IFMA, BIFM, FMA Australia and many more."

MEFMA is a professional body aimed at unifying the facilities management industry in the Middle East region. It is a nonprofit association dedicated to promoting excellence in the management of facilities through a professional body. The association conducts research, provides educational programs and assists corporate and organizational facilities managers in developing strategies to manage human, facility and real estate resources within their country. MEFMA also develops products and services to assist the future



of facilities management in the Middle East.

Global FM Chairperson Teena Shouse stated, “We are very excited and pleased that MEFMA



has joined Global FM. This relationship is yet another sign of the importance of facilities management professionals combining their talents and energies to push the discipline to a new horizon. I believe that MEFMA will offer valuable and diverse expertise to Global FM and that the Global FM members will contribute positively to the future growth and development of MEFMA. We welcome MEFMA and challenge them to work with Global FM to fulfill our goal of promoting the strategic value and progress of the facilities management profession.”

For more details on MEFMA, go to http://www.globalfm.org/member_organizations.asp.

2011 SPONSORS: THREE YEARLY SPONSORS CONFIRMED



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 2011:

ISS - HEADLINE SPONSOR FOR AWARDS

ISS is one of the world's largest commercial providers of facilities 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 its customers by offering a range of business support services

within property cleaning, catering, security, support services and facilities management.

ISS's facilities management approach represents a unique offering whereby the service deliv-



ery can be integrated into one seamless solution. Through an in-depth understanding of the service provisions and outsourcing trends and progress in 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 its customers' premises.

The company's approach is as flexible as it is professional. Customers can choose a single service or a fully managed integrated facility solution made up of numerous

business streams.

ISS focuses primarily on delivering portfolio and site-based services, where its employees become an integrated part of the clients' daily operations. Not all country operations necessarily offer all services within the six service areas. Local offerings depend on factors such as customer demand, market conditions and access to qualified staff.

ISS aims at leading facility services globally by leading facility services locally.

For more information go to www.issworld.com

QUBE GLOBAL SOFTWARE - HEADLINE SPONSOR FOR INTERNATIONAL WORKSHOPS

Qube Global Software is the first choice for property and facilities management software.

As one of the world's leading suppliers of property and facilities management software, the company has been providing solutions to its customers for over 30 years. With a global network of offices and customers, Qube Global can provide service and support both locally and internationally. Its solutions have established a reputation for quality and breadth of function-

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

Facilities managers and contractors often have additional requirements and are often the first to be confronted by breaking issues.

The current focus on the sustainability of buildings and energy usage is a good example - finding everything you need in one of Qube Global Software's systems.

The company's customers have spoken highly of the benefits they have gained from using Qube Global's software. The software can deliver enormous benefits in helping run businesses or properties within your organization.

For more information go to www.qubeglobal.com/



VINCI FACILITIES GROUP - HEADLINE SPONSOR FOR WORLD FM DAY

VINCI Facilities is a leading provider of facilities management services to the public and private sector.



VINCI Facilities solutions are commercially sound, are customer focused and provide clients with the information necessary to make strategic decisions about their estate. By integrating services and introducing a range of best practice measures, including work flow and performance management against strict KPIs, VINCI Facilities provides its clients with cost certainty, cost saving, consistency of service and efficiency gains.

For more information go to www.vincifacilities.com/.



GLOBAL FM 2011 EVENTS: INTERNATIONAL WORKSHOPS, AWARDS AND WORLD FM DAY

Global FM has planned for 2011 a series of fantastic events taking place in different locations and in different times of the year.

INTERNATIONAL WORKSHOPS

The theme for the 2011 International Workshops is "The New Economy—the Right Time and Right Place for FM."

For the first time this year the Global FM International Workshops will take place in other countries than the UK and the US. Global FM has, for the moment, three workshops confirmed, which will take place in the UK, Brazil and USA.

The first workshop will take place in Nottingham, U.K., on 5 April, as part of the Th!nk FM conference at the East Midlands Conference Centre.

Brazil will also be in the list of countries hosting a workshop in 2011. ABRAFAC will be organizing an International Workshop on 19th October, the first day of ABRAFAC's annual conference - ABRAFAC Congress & Expo.

As in previous years, IFMA will be hosting a workshop during the World Workplace which is taking place in Phoenix, Arizona, U.S.A. The Global FM International Workshop is scheduled for 25 October 2011 (date to be confirmed).

Other workshops may take place in other Global FM member countries. These will be announced soon.

Qube Global Software is one of Global FM's yearly sponsors and Headline Sponsor for the 2011 International Workshops.



AWARDS FOR EXCELLENCE IN FM

The Global FM Awards for Excellence in Facilities Management recognise efforts by individuals or teams within the facilities management industry, from researchers through to facility operators, who have made a positive contribution to the knowledge, practical application and communication of strategies to improve the workplace environment and sustainable performance of their facilities.



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

Global FM Awards Taskforce and Judging Panel

Global FM has set up a Taskforce to organise the details of this year’s edition of the Awards. The Taskforce is chaired by Bill Conley from IFMA and it is composed of: Nicolas Henry-Lepaute and Delphine Sergent (ARSEG), Carolyn Jorneaux (FMA Australia), Chris Hare (ABRAFAC), Zsuzsa Pálfalvi (HFMS), Andre Klopper (SAFMA), Teena Shouse (IFMA) and Jos Barnhoorn (EuroFM).

In 2011 three categories will be awarded: Platinum Award of Excellence in FM, Gold Award of Excellence in FM and Silver Award of Excellence in FM. Results will be announced during World FM Day on 23 June 2011.

The Global FM Judging 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 selection process this year comprises two phases. The winners of the first selection phase were announced last week. From a total of twelve submissions received the following nine were selected to pass to the second round of evaluations.

Nine Shortlisted Candidates to pass to Second Selection Phase:

- § ABRAFAC (“Hines Go” by Eduardo Barbosa Oliveira, Hines)
- § BIFM (“Innovation in Technology and Systems for Risk Management”, by Gary Hills, BBC Workplace)
- § IFMA (“Process Green - Facility Design and Operation, Various, Toyota Motor Sales USA)
- § HFMS (“Human-based energy conscious work environment” by Istivan Rita)
- § ARSEG (“Restructuration of the Roche Diagnostics France site” by Daniel Asathal, Roche diagnostics France)
- § ABRAFAC (“Infra Retrofit in High Availability Environments” by Marco Antonio Vasquinho, Serasa)
- § BIFM (“Innovation in Customer Service Using Technology”, by Mark Paul, MITIE)
- § ABRAFAC (“The Solving-Problems Methodology Integration to Reliability Tools” by Leandro de Souza, Manserv)
- § FMA Australia (“Spotless: Service Provider Excellence in Australia”, L. O’Brien, Spotless Facility Services)

Currently, a final evaluation round is taking place. Results will be known by 23 June 2011.

ISS is one of Global FM’s yearly sponsors and Headline Sponsor for the 2011 edition of the Awards for Excellence in FM.



WORLD FM DAY – 23 JUNE 2011

Global FM is proud to invite you to celebrate World FM Day, which takes place Thursday 23 June 2011. As in the past two years, Global FM member organizations on six different continents will celebrate the day by organizing events such as luncheons, seminars and workshops, or by undertaking any other activity to help promote facilities management. During World FM Day, we aim at raising the FM's profile around the globe - promoting facilities management's ideals worldwide, not only within the profession and industry, but also among the governments and general public. The 2010 World FM Day celebration was a success. To learn how you can participate this year, review the current brochure and watch the promotional video on the link below:



<http://www.youtube.com/watch?v=-dfGettisNE>



To make sure all events taking place on 23 June are aligned, Global FM has also created a communications support package comprising a World FM Day logo, email signature, banner, PowerPoint template and personalized poster. All of these items are available to download at the Global FM website's page dedicated to World FM Day:

http://www.globalfm.org/world_fm_day2011.asp

Lastly, the World FM Day Google map is back! Just like last year, you will be able to list how



you or your organization is celebrating the day. Check Global FM website to access the Google Map page and add a placemark with your event information.

The 2011 edition of World FM Day is being prepared by a Taskforce set-up by Global FM. The Taskforce is chaired by Andrew McEwan from FMA Australia and it is made of: Sonia Bogner and Alexandre Maury (ARSEG), Carolyn Jorneaux (FMA Australia), Chris Hare (ABRAFAC), József Czerny (HFMS), Andre Klopper (SAFMA), Don Young (IFMA), Fred Kloet (EuroFM), Karen Weeks (BIFM) and Paddy Menon (IFMI India).

Vinci Facilities is one of Global FM's yearly sponsors and Headline Sponsor for the 2011 World FM Day.



FIRST INTERNATIONAL WORKSHOP IN 2011: NOTTINGHAM, U.K., 5 APRIL 2011

Following the successes of the workshops in London and Atlanta in 2010, Global FM will organize its first International Workshop in Nottingham, U.K., as part of the Th!nk FM conference. The workshop will include a combination of formal presentations and discussion on international facilities management issues with informal delegate participation throughout the



day. The output will be to communicate some suggested solutions to commonly occurring challenges faced by facilities managers across multiple geographies.

With the 2011 theme, “The New Economy - the Right Time and Right Place for FM,” the agenda is as follows:

Venue: East Midlands Conference Centre in Nottingham (Gallery Room 2)

Time: 14:00 –15:30

Agenda:

Introduction by Workshop Chair (David Millar, Chair BIFM International SIG)

Welcome by Global FM and BIFM (Teena Shouse/Ian Broadbent)

Word from Global FM Headline Sponsor for the 2011 International Workshops (Steve Jones, Qube Global Software)

Faceo cross-border case-study (Mark Walton)

Facilitated working (facilitator Ashley Rogers)

To prime the workshop’s discussion we would like your views on the questions below. Whether you agree, disagree or think we are asking the wrong questions please take the time to respond so we can take your views to the workshop. Thank you in advance for your assistance.

- Should corporate culture trump local culture?
- Is there an accepted international definition for facilities management?
- Is the U.K. the most developed FM market in Europe?
- Do we need international standards to drive the development of FM?
- Are facilities skills particularly portable?
- Should FM conform to national stereotypes?
- Should all facilities management be local?



To follow conversation and input on the above topics, please visit the Global FM website <http://www.globalfm.org/GlobalFMWorkshops2011.asp>

Please contact Global FM Head Office if you wish to attend this workshop (globalfm@kelleneurope.com).

This event is sponsored by Qube Global Software, Global FM's yearly sponsor and headline sponsor for the 2011 International Workshops.



GLOBAL FM INTERNATIONAL WORKSHOP OPEN TO NON-MEMBERS VIA SPONSORSHIP PACKAGE

Due to growing interest in the Global FM International Workshops, the Board of Directors has decided to allow non-members of Global FM to host an International Workshop in their country, via a special sponsorship package.

The International Workshops Sponsorship Package allows any association or corporation that is not a member of Global FM to use Global FM branding and host an International Workshop with Global FM official support and recognition. The package is available at the price of €3000 and includes the following:

Requirements:

- Workshop lasting a minimum of two hours
- Panel of speakers to include at least two international intervenients
- Workshop theme: "The New Economy - The Right Time and Right Place for FM"



Benefits:

- Usage of Global FM logo and branding in all that is related to the event
- Recognition of event in Global FM website, newsletter and calendar of events
- Invitation to the event sent to Global FM network and to the entire Global FM network of members

For more details on this sponsorship package, please contact the Global FM Head Office at globalfm@kelleneurope.com.

SCHEDULE GLOBAL FM MEETINGS IN NOTTINGHAM, UK, EARLY APRIL

Global FM will be having different internal meetings during the first week of April, including its Annual General Meeting. These meeting will take place in Nottingham, UK, one day prior to BIFM Annual Conference - Th!nk FM - which will be held in the East Midlands Conference Centre in Nottingham from 5th to 6th April.

Monday, 4 April 2011

Meeting room: Conference Room 1

10:00 – 13:00 Global FM Strategic Planning Workshop

14:00 – 16:00 Global FM Board Meeting

17:00 – 18:00 Global FM Annual General Meeting

Tuesday 5. April 2011

Meeting room: Gallery Room 2

14:00 – 15:30 Global FM International Workshop

◆ GLOBAL FM RESOURCE CENTER

If you have not managed to catch up with another important initiative, have a look at the Global FM Resource Center in our website.

Should you wish to send any documents to be uploaded to the Global FM website, please get in contact with Global FM Head Office in Brussels.

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



◆ UPCOMING EVENTS

Date	Event	Organiser
5 - 6 April	THINK FM Conference, Nottingham UK	 ADVANCING OUR PROFESSION
5 - 7 April	Bureaux Expo & Convention ARSEG, Paris, France	
11 - 13 May	Ideaction11, Brisbane, Australia	 FACILITY MANAGEMENT ASSOCIATION OF AUSTRALIA
18 May	IFMA's 2011 Virtual Conference & Expo	 International Facility Management Association
23 - 25 May	European Facility Management Conference, Vienna, Austria	 EuroFM  European Facility Management Association
21 – 22 June	IFMA's World Workplace Asia Conference, Hong Kong, China	 International Facility Management Association
23 June	World FM Day and announcement of winners of Awards for Excellence in FM	
23 – 24 August	Fast tracking Service Delivery through Facilities Management, Johannesburg, South Africa	 SOUTH AFRICAN FACILITIES MANAGEMENT ASSOCIATION
19 October	Global FM International Workshop, São Paulo, Brazil	
19 - 20 October	ABRAFAC Annual Conference, Members Dinner, and Best of the Year Award Ceremony	 Associação Brasileira de Facilities
25 October (date tbc)	Global FM International Workshop, Phoenix, Arizona, USA	
26 – 28 October	World Workplace, Phoenix, Arizona, USA	 International Facility Management Association

◆ GLBOAL FM YEARLY PARTNERS IN 2011



ISS IS THE GLBOAL FM HEADLINE SPONSOR FOR THE AWARDS OF EXCELLENCE IN FM



VINCI FACILITIES IS THE GLBOAL FM HEADLINE SPONSOR FOR THE WORLD FM DAY



QUBE GLOBAL SOFTWARE IS THE GLBOAL FM HEADLINE SPONSOR FOR THE 2011 INTERNATIONAL WORKSHOPS



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