**Global Facility News** (***Please note that all articles are sourced from IFMA Website UK and Houston to precise***)

**IFMA’s FM Research & Benchmarking Institute announces release of climate change report geared specifically to facility management industry**

Oct. 16, 2019

Released today by IFMA’s FM Research and Benchmarking Institute (RBI) in partnership with IFMA’s Environmental Stewardship, Utilities and Sustainability Community (ESUS) and sponsored by BGIS, “Climate Change Fundamentals for Facility Management Professionals” is the first report to address climate change as it relates to facility management (FM) roles and responsibilities.

Free to download through IFMA’s Knowledge Library at bit.ly/ClimateChangeGuide, the indispensable report summarizes more than 3,000 pages of dense scientific evidence into 30 intelligible pages of explanation and guidance, enabling facility managers to discuss, advise and plan for safeguarding life and property from extreme environmental threats.

On Wednesday, Oct. 16 from 3:45 to 4:45 p.m. (MST), report author Kathy Roper, CFM, MCR, LEED AP, IFMA Fellow will present an overview of “Climate Change Fundamentals for FM Professionals” at IFMA’s World Workplace Conference and Expo. The session will be held in Expo Education Arena 1, Phoenix Convention Center, Phoenix, Arizona, USA."

Last year, two major climate change reports were made public: “Intergovernmental Panel on Climate Change Special Report: Global Warming of 1.5°C” (Oct. 2018), and “U.S. Global Change Research Program: Fourth National Climate Assessment” (Nov. 2018). These seminal reports offer compelling evidence on the detrimental effects of climate change, revealing a limited time frame for reversing the trend of damaging carbon emissions.

“The science behind climate change is complex. It’s unreasonable to expect facility managers to not only digest these comprehensive research reports, but also develop climate-based action plans for their facilities and communities,” said Dean Stanberry, CFM, LEED AP O+M, Chair of IFMA’s ESUS Community. “This report is intended to provide FMs with meaningful insight into the impact of climate change on their roles as stewards of the built environment, as well as guidance on adapting to climate change within their regions.”

climate-change“Climate Change Fundamentals for Facility Management Professionals” was authored by Kathy Roper, CFM, MCR, LEED AP, IFMA Fellow. As a retired Professor of Facility Management at Georgia Tech and a former chair of the International Facility Management Association (IFMA), Roper was uniquely qualified for the task.

“Climate change is an increasing threat to the facilities we manage. It’s vital that we understand how it can affect our properties, how to perform risk assessments and develop plans for resilience,” said Roper. “Climate change concerns almost every aspect of the built environment. We can’t allow it to catch us off guard.”

The report covers:

A layman’s explanation of the science behind climate change.

How the contribution of human activity to climate change is identified and measured.

Projected impacts of climate change that affect the survival of humanity, including clean water; breathable air; agriculture, domestic and wildlife animal survival; livable temperatures; weather patterns and rising sea levels.

How industrial and commercial structures contribute to climate change.

Direct and indirect effects of commercial construction on a building’s carbon footprint.

A follow-up report will be released in March or April of 2020. “Adapting to Climate Change” will provide facility management professionals with tools and resources to perform risk assessments and develop plans for resilience. Specific risk scenarios will help FMs build focused plans for varying climate change realities, such as severe drought, flooding or extreme temperatures.

**Plugging the skills gap - Where FM can help**

The UK engineering skills gap persists despite decades of efforts to turn the tide. In this article, Bryan McLaggan of CTS indentifies the key areas in FM that he believes will finally see lasting progress on an intractable problem.

Why does the UK continue to suffer from a short supply of engineering talent? Why is the gap getting bigger despite efforts to put an end to the problem? The answer to these questions is anything but straightforward, implicating central government, education and the private sector. This complexity has led to decades of uncertainty around how best to proceed, leaving many organisations desperately searching for skilled tradespeople as the gap continues to widen.

The idea of a skills shortage is contentious. There does not appear to be consensus on what exact skills are in short supply, leading some to suggest the problem is not as significant as it is made out to be. There is also a high risk of misinterpretation. An OECD report, for example, shows that the UK job market now contains more graduates than non-graduates, yet employers in Finland, Sweden, and Japan are more likely to find higher levels of numeracy and literacy among their domestic labour supply. The UK’s higher levels of qualification therefore do not necessarily reflect a higher level of basic competency.[1]

Irrespective of the debates around what constitutes a skills shortage and where it is felt most, it is widely acknowledged that UK engineers have been a scarce resource for some time, which has meant inflated salaries and increased spending on extra training for workers who should already be qualified enough for the job they are employed to carry out.[2]

Engineering contributes significantly to the UK economy. Engineering UK, the independent awareness organisation, put the total figure at £1.23 trillion, or 23 per cent of the UK’s entire turnover. It also employs a huge number of people, some 5.7 million or 19 per cent of the entire available labour market.[3] In such economically fraught times, figures like these underline the need for more joined-up thinking and collective discussion from invested parties. Complacency at such a critical juncture will not only see the gap widen but damage a key part of the nation’s economic output.

So, what can be done? Here are some key areas where I think the FM industry can turn the tide.

**Acknowledge its impact**

FM’s economic contribution to the UK is considerable. Recent analysis from CIBSE found that the sector accounted for as much as 8% of the UK’s GDP, employing some 10% of the country’s workforce.[4] Clearly, these figures and the valuation of the engineering sector cannot be treated independently of one another. The skills gap is, therefore, as much a problem for the FM community as it is for wider engineering sector. This point may appear trite, particularly as ‘hard FM’ formulates one half of what typically falls under the remit of ‘facilities services’ and has itself been crying out for engineering talent for some time. But there is good reason to restate this. A 2018 survey from the CIPD showed that one in four workers said their job does not offer good opportunities to develop their skills,[5] with a separate report from the BIFM (now IWFM) also finding that 27% of businesses felt a shortage of skills would be an impediment to success over the coming years.[6] These figures not only show a disparity between the support young people currently receive and the opportunities businesses provide but also a feeling that genuine change is not within the hands of the FM industry. This needs to change.

**Improving staff retention through company culture**

A paucity of the right type of labour makes holding on to existing engineering talent more important than ever. Staff retention is a common challenge faced by businesses of all types but none more so than in today’s engineering sector. With sky-high salaries and handsome bonuses on offer to new starters, it’s becoming increasingly difficult to not only maintain a full complement of staff but a full complement of good staff. However, firms that create strong bonds through an inclusive, diverse and supportive working culture will typically hold on to colleagues longer than those that do not. Moreover, as Gallup shows, a strong working culture will also help to attract the top 20 per cent of candidates,[7] further incentivising businesses to take decisive action on this issue. FM is often considered the gatekeeper of great workplaces, it is therefore well placed to consult and help businesses turn this idea into a reality.

**Demystify engineering**

Not enough is being done to clarify what a career in engineering actually involves. Research has shown that young people, and even existing workers outside of the industry, are not being given the right literature nor the opportunity to explore the breadth of options available to them.[8] This makes attracting people to the industry infinitely more difficult. Any confusion will dissuade able candidates from exploring further, potentially seeing the sector miss out on the best homegrown talent. The good news is that this is actually a relatively simple problem to address when compared to the other issues that surround the skills gap. Government policy initiatives and corporate engagement within education have put the wheels in motion on this issue, but far more outreach can be done. FM employs hundreds of thousands of engineers and therefore has a responsibility to help clarify to young people what a life in engineering involves, what skills are needed and what can be expected in return.

Research from provider ABM has found that just 14% of children polled believed apprenticeships were a ‘good option’.[9] This demonstrates a serious disconnect between emerging generations of workers and their future employers. FM has a huge opportunity to promote its best technically skilled people and dispel the myth that work-based education is not worthwhile by working closely with schools and colleges. Open days and industry ambassadors may seem outdated in a digital era but it’s clear that ‘real-world’ interaction has a role to play in closing the gap.

**Challenging convention**

While initially well received, many have expressed concern that the apprenticeship levy is too complex and therefore not as effective as it could be. Two years on from its launch numbers continue to reflect poorly – apprenticeship starts fell by 24.1% in 2017/2018 academic year, with that figure not expected to improve over the coming months.[10] Others have pointed out that there is scope for a ‘relabelling’ of existing training to claim back on levy spend. Sadly, despite industry willingness in principle the number of apprentices continues to fall across the board.[11]

This is where convention should be challenged. Clients who have hard FM requirements, and therefore a vested interest in the health of the engineering pipeline, need to be scrutinising prospective partners and asking what they are spending on training and development. It not only makes good business sense for clients to demand more from their supplier but also ensures that the life of a contract will be maintained by the best the industry has to offer.

Bryan McClaggan is MD of CTS https://www.cts-ltd.net

**Facilities management business confidence research launches**

Annual Business Confidence Index survey backed by Barclays and IFMA UK to test frontline market views within £110bn industry

It can be tough to read the signs these days for one of the most significant market sectors within UK plc. In an industry that is one of the country’s top employers, many companies seem to be doing well, but others are clearly feeling the strain – and a few are still working hard on fundamental makeover strategies.

Economic, political and social views and experiences across the UK are mixed, with Brexit being one of the biggest ‘unknowns’ on the current agenda. What does all this mean for the FM industry?

The FM Business Confidence Index is a landmark annual study launched by facilities management news and information website i-FM in 2004. i-FM managing director David Emanuel explained: “Research is important for everyone in this industry and over many years we have been pleased to work in partnership on this invaluable data-gathering exercise with Barclays. This year we are pleased to welcome IFMA UK, the UK chapter of the International Facility Management Association, to the team as well. The opportunity to draw on the knowledge and insights of both of these partners in 2019 promises a particularly important and insightful report in this period of complexity and uncertainty.”

Terry Myatt, director, Barclays Corporate Banking, added: “Getting a snapshot of sentiment across facilities management businesses as we approach March 29th will be enormously helpful for everyone working in the industry. It’s a pleasure for Barclays to collaborate with i-FM on this study once again, and we look forward to discovering what the survey respondents reveal this year.”

The Business Confidence Index survey is online now and open to everyone involved in facilities management. Participation takes less than 10 minutes and is entirely anonymous.

The findings will be reported later in March using aggregate data only.

For more information:

Contact David Emanuel on 07768 765 967 or david@i-FM.net

The link for the survey is https://www.i-fm.net/bci2019

**IFMA approves petition for new chapter in United Kingdom**

LONDON, UK – The International Facility Management Association (IFMA) has approved a petition for the formation of a regional chapter within the United Kingdom. The new chapter will offer FM professionals direct localised support...

LONDON, UK – The International Facility Management Association (IFMA) has approved a petition for the formation of a regional chapter within the United Kingdon. The new chapter will offer facility management (FM) professionals direct localised support that taps into the global industry in ways not currently available in the UK market.

As the largest and longest-standing professional organisation dedicated to facility management, IFMA is positioned to deliver new value to the national FM industry, companies relying on strategic FM and individual practitioners. The formation of the chapter, which joins 136 IFMA chapters across more than 100 countries, comes at a time when IFMA, through its collaboration with the Royal Institution of Chartered Surveyors (RICS), is unifying the profession by driving formation of consistent practice standards via the International Organization for Standardization and working to more tightly integrate FM with the larger built environment industry.

Petitioners, who included senior FM leaders and Fellows of both IFMA and RICS from around the country, stated: “It is strategically important that IFMA be a leader in the FM conversation in the UK. A vital aspect of this is to utilise people in the field who work daily in this industry. The chapter will provide a voice and a mechanism to pool and channel that talent, especially at a senior level. The chapter will also act as a community for people to grow their career and gain skills and knowledge though resources IFMA provides.”

The chapter’s mission is “to enhance, evolve and expand the knowledge of facility managers with a focus on the United Kingdom, while also providing pathways to career success for professionals within the industry.”

To this end, IFMA members and RICS FM professionals in the UK benefit from a full suite of globally recognised credentials and qualifications from entry through to senior executive levels. These include IFMA’s Facility Management Professional™ (FMP®) and Sustainability Facility Professional® (SFP®) certificate programs and Certified Facility Manager® (CFM®) certification, as well as chartered qualifications in FM offering professional, regulated status (AssocRICS, MRICS and FRICS). Together, more than 14,000 professionals worldwide have already attained these designations. (More information is available at fm.training.)

In addition, chapter members gain access to networking, cutting-edge research, and FM content drawing on FM best practices from Europe, the Middle East, Asia and the Americas.

To learn more about the landmark IFMA-RICS collaboration, visit define.fm.

A board of directors has been appointed from among the IFMA membership and a UK chapter programme is currently in development. For more information about sponsorship opportunities, please contact David Emanuel on +44(0)7768765967 or david@i-fm.net.

**IFMA honors three new Fellows, Chair’s Citation recipient at World Workplace® 2019**

Oct. 16, 2019

IFMA has inducted three new IFMA Fellows and honored a past IFMA chair and longtime advocate for the FM industry with a chair’s citation. The 2019 Class of IFMA Fellows includes John Vinken, Ted Ritter and Michael Riseborough. Francis J. Kuhn received the chair’s citation.

Chair of IFMA’s Global Board of Directors John Carrillo, CFM, IFMA Fellow and 2019 IFMA Fellows Jury Member Mary Gauer, CFM, IFMA Fellow presented the honors at the opening session of IFMA’s World Workplace® 2019 Conference and Expo in Phoenix, Arizona, USA.

IFMA’s Fellows Program was established in 1992 to recognize members who have distinguished themselves by achievement in and around IFMA and the field of facility management. Unparalleled among workplace-related recognitions, it is the highest honor bestowed by the association.

“In addition to authors, academics and practitioners, Fellows include association founders, FM leaders and industry giants who have defined the profession,” said Carrillo. “Fellows dedicate countless hours to course and instructor development, ISO standards, credentials development, and serve on numerous boards, committees and task forces. Fellows travel the world representing our association and industry.”

Carrillo and Gauer both spoke on the prestige of achieving the exclusive designation, as well as the responsibility of every Fellow to continue enriching and advancing the profession.

“The designation carries so much respect, that everyone from IFMA staff to board members to component leaders want you on their team,” said Gauer. “And that’s the role of an IFMA Fellow. We’re on call to advise and represent the association. We’re here to contribute, and we’re here to encourage others to discover how rewarding giving back can be.”

This year’s inductees include:

John Vinken, M. Eng., CFM, FMP, SFP, CET, CRSP, CEM, IFMA Fellow

An incredible force within the global facility management profession for close to four decades, John Vinken was instrumental in the creation of the Project and Facility Management Program at Conestoga College, the first FM degree program in Canada. He served on the program’s Public Advisory Committee (PAC), including a term as PAC chair. Contributing significantly to IFMA’s global credential programs through course development and teaching, Vinken has taught more than 1,000 of the FMPs currently working in North America, Africa, the Middle and Far East. He co-created one of the few accredited university-level FMP courses outside of the U.S., and mentored IFMA’s British Columbia, Calgary and Nigerian Chapters, along with a group of potential instructors to create a steady local source for IFMA education.

Ted Ritter, CBD, PMP, LEED AP, IFMA Fellow

Applying his multidisciplinary background in information technology, sustainability, marketing and project management, Ted Ritter has advanced the FM profession through opportunities in technology innovation, smart buildings and best practice sharing. He has been involved in IFMA at the board, chapter, council and community levels, leading or participating in IFMA’s IT Community, FM Consultants Council, America’s Advisory Board, and the Phoenix and Phoenix Student Chapters of IFMA. Through various collaborations, he has developed FM technical tools and methods, including his most comprehensive single contribution, “The FM Guide to Information Technology.” Ritter has provided educational content for working professionals in the U.S. and for Arizona State University FM students for more than two decades.

Michael Ross Riseborough, RPA, FMA, AAE, FMP, CFM, IFMA Fellow

Bringing FM to the forefront among the Canadian Parliament, Michael Riseborough also led a team of stakeholders in establishing the foundation for critical regulations for in-line security screening of bags at airports. He co-authored ASCE Standard 21, Automated People Mover Standards (Safety requirements for) and garnered support from the Greater Toronto Airport Authority and the National Research Council Canada to create a benchmarking tool for airports. Riseborough was recognized by the University of Waterloo, Ontario, Canada, for collaborative research projects spanning more than 12 years and received the inaugural IFMA Industry Leadership and Outstanding Contribution Award, recognizing achievements within the Canadian real estate and building maintenance industries.

Following the induction of this year’s Fellows, IFMA Chair John Carrillo recognized Francis J. Kuhn, CFM, IFMA Fellow for dedicating a lifetime to excellence in the training, support, practice and future of facility management.

“For the past 30 years, Francis Kuhn has showed all of us how to get the job done,” said Carrillo. “But most importantly, how to get it done simply, with graceful determination and an irresistible exuberance that ensures even the most resistant skeptic is on board.”

Kuhn chaired the IFMA Foundation’s board of trustees and IFMA’s 2011-12 board of directors. As chair of the Headquarters Workplace Strategy Steering Committee, his vision helped make IFMA’s Service Center of Excellence in Houston, Texas, USA, possible. The IFMA headquarters facility serves as a model for smart, productive, sustainable concepts in the built environment. As an author and speaker, Kuhn has vigorously promoted the FM profession, presenting at conferences around the world and writing articles for IFMA’s FMJ for almost two decades.

**IFMA launches CFM® Practice Exam, sponsored by milliCare, its first “Proud Supporter of IFMA Education” partner**

Oct. 15, 2019

Today IFMA launched a new online practice exam for facility management professionals pursuing IFMA’s Certified Facility Manager® (CFM®), the only globally recognized certification for experienced FM professionals.

miliCareIn conjunction with the launch, IFMA also announced milliCare Floor & Textile Care as its first “Proud Supporter of IFMA Education” partner. As the official sponsor of the online CFM Practice Exam, milliCare has broadened their support of FM professionals committed to lifelong education and excellence in the management of facilities.

An IFMA Corporate Sustaining Partner (CSP) since 1990, milliCare has been a longstanding champion of the FM industry. “Naming milliCare as our first Proud Supporter of IFMA Education partner recognizes their ongoing dedication to helping facility professionals advance in their profession,” said John Carrillo, CFM, IFMA Fellow, Chair of IFMA’s Global Board of Directors. “We’re so thankful for their support, and especially grateful for their sponsorship of this valuable preparation tool for aspiring CFMs.”

“milliCare is excited to support this new initiative in helping to expand the number of certified FM professionals in the industry,” said Steve Willis, milliCare’s Managing Director. “MilliCare has a long history of supporting IFMA, so this partnership in education is a natural fit.”

IFMA’s Certified Facility Manager credential sets the industry standard for ensuring the knowledge and competence of practicing facility managers. The certification process assesses competency in the field through work experience, education and the ability to pass a comprehensive exam.

“Test anxiety is often a major obstacle to effective test performance,” said Laurie Gilmer, P.E., CFM, SFP, LEED AP, CxA, Second Vice Chair of IFMA’s Global Board of Directors. “The new practice exam is designed to give certification candidates an idea of what to expect in terms of questions and the opportunity to experience a computer-based exam.”

IFMA’s online CFM Practice Exam features 90 questions developed from the 11 core competencies of facility management; rationales for each question; and offers up to five retakes. The exam has no passing score and is strictly an optional preparation resource.

IFMA offers CFM candidates a number of preparation resources, including a self-evaluation to assess exam readiness and a one-day CFM Exam prep workshop. For more information and to access the on-line practice exam, go to https://fm.training.

**About IFMA’s CFM Exam**

The CFM Exam is competency-based, testing what a person can do compared to standards that define the practice of facility management. One cannot take a course or a knowledge-based exam to earn the credential. IFMA’s competency-based program is at a higher level than a knowledge-based program, reflecting the growing importance of facility management in the international business world. Since the program began in 1992, more than 3,100 facility managers from 32 countries have achieved this prestigious recognition. Learn more at www.fm.training/credentials/cfm/about.

Note: Participation in exam preparation courses is optional and not approved or endorsed as the only or best means of preparation for the CFM Exam. IFMA’s Certification Commission, the governing body responsible for the development and maintenance of the CFM exam, is not involved in the development or delivery of any exam preparation materials.

**About milliCare**

Facility managers have a job that could be described as a balancing act. They continually balance budget needs with maintenance requirements, safety procedures with efficiency and sustainability with profitability. An oft-quoted reason milliCare is the vendor of choice for facility mangers is our ability to help them maintain that balance. Our services are both effective and environmentally friendly. Our pricing is competitive, and our work is reliable. milliCare finds ways to help facility managers not only through the services we provide, but also by offering resources that can drive career development with our key contacts. Visit www.millicare.com.

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World Workplace Asia

April 7 - 9, 2020

Singapore, Asia

Learn more »

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April 14 - 16, 2020

San Francisco, California, USA

Learn more »

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IFMA's World Workplace 2020

Sept. 30 - 2, 2020

Chicago, Illinois, USA

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