

Annual Report

FY2018-19



Shaping the future of facility management

IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting over 22,500 members in more than 100 countries. IFMA provides its diverse stakeholders access to more than 150 Component Groups to provide additional focus on areas of interest, based on Region, Industry, and Interest. Together IFMA members manage more than 76 billion square feet of property and annually purchase more than US\$526 billion in products and services.

www.ifma.org

IFMA Strategy Map

Long-term Stakeholder Value

Vision

To serve as the globally recognized resource for facility management.

Mission

To globally advance and support the practice of facility management.

Purpose

IFMA exists to guide and develop the practice of facility management worldwide. IFMA advances the facility management profession through education, credentialing, government relations, professional development/ leadership opportunities, research and standards development.



Stakeholder Perspective

1. Continually improve opportunities to expand and leverage stakeholders' collective knowledge and experience.
2. Provide essentials for facility management professionals to advance their careers.
3. Magnify the importance of facility management worldwide.

Internal Perspective

4. Optimize governance, systems, alignment and lean processes.
5. Deliver exceptional value to stakeholders.

Learning and Growth Perspective

6. Foster a culture that instills innovation, passion, challenge and meaning among stakeholders.

Financial Perspective

7. Through the implementation of a KMS, AMS, CMS and GOS, enhance the financial reserves of the organization.

Global Community



Membership



Sustainability



Knowledge/ Education



Strategic Themes

Chairman's Message

The numbers tell the real story. IFMA is having its best performance in years as we continue to raise the facility management (FM) bar around the globe.



Graham Tier,
CFM, FMP, MRICS
IFMA Chairman

Stepping up to a unique set of challenges, IFMA's leadership, staff and volunteer members have led our organization to a new level of success. Through hard work, focused strategy and detailed execution, IFMA has set a new standard in FY2019 for organizational excellence.

The numbers tell the real story. IFMA is having its best performance in years as we continue to raise the facility management (FM) bar around the globe. IFMA's activities from the past twelve months have generated almost \$1.5 million in net income. With these results, IFMA has also retired \$780,000 in its line of credit debt, while stepping up the exceptional services and opportunities available to its members.

IFMA sets the standards in training, development, membership experience and events for our members and the broader profession we represent. This year IFMA welcomed three new chapters to our international family -- France, Croatia and Barbados, and continues to receive applications for new chapters on an ongoing basis.

Our conferences are in a league of their own. IFMA's flagship event World Workplace (last held in Charlotte, North Carolina, USA) is the largest facility management event on the planet. World Workplace Europe has found its home in Amsterdam and is the largest FM conference in that region. And our other events, in the U.S. and abroad, are gaining traction and numbers at an exciting rate. None of this occurred by accident. It is the direct result of IFMA's dedication to forming strong, collaborative, knowledge-sharing relationships with global partners.

Together with the IFMA Foundation, IFMA is focused on making facility management a career of choice for current and future generations, as we continue supporting the professional, educational and networking needs of our members, stakeholders and partners. Renewing our focus on uniting the industry and establishing global alliances, our association and businesses can evolve. By expanding

our world-class training and education programs, IFMA elevates the FM profession and its impact within the built environment.

IFMA recently unveiled a program unmatched anywhere in the FM global community and possibly in the world of trade associations. The FM Training Framework is designed to be a one stop education store, with content offered by IFMA and other leading trade associations to provide training and certification content in specialty areas such as security, HVAC maintenance, cleaning hygiene, technology for the built environment, landscape maintenance, and elevator/lift maintenance. Currently partnering with three organizations (ASHRAE, AFE, and ISSA) we look forward to adding more organizations to support this initiative.

Facility managers have a key role to play, including looking at ways to reduce waste streams, implement new forms of energy, adopting smarter mobility, understanding advanced communication systems and data to drive changes in behavior, while improving productivity in our workplaces. Failure to act is not an option. The impact of waste and climate change on the world and its oceans is a serious matter, and we need to change the way we think and act now. IFMA will continue to lead the charge in educating and advocating for FMs and the causes that will allow us to improve the built environment and its footprint.

IFMA remains committed to creating a brighter future for facility managers that will extend far into the coming years. Thank you for being a part of our growth and progress.

Fiscal Year 2019 was one of the most profitable in IFMA history.

Total consolidated revenues for the Fiscal Year 2019 were \$15.8 million,

which is an increase of \$760K over Fiscal Year 2018. The revenues increase was driven by Professional Development with a gain of \$602K and Events with a gain of \$249K, while revenues from Membership

decreased \$159K. Total consolidated expenses were \$14.1M, down \$2.0M from Fiscal Year 2018, which is attributable to reduced staffing levels and a focus on expense reduction.

The overall consolidated net income totaled \$1.5 million for the current year, a \$2.9 million increase from prior year.

Total operating expenses were \$8.3 million, down \$945K from the prior year.

Total Management General & Administrative (MG&A) expense was \$5.8 million, down \$1.1 million from prior year.

Financial Reporting

Performance Metrics



FY2019 was a huge turnaround from the last three years.

Pre-audit



Consolidated Statement of Financial Activities

Pre-audit

| | FY 19 June 30 | FY 18 June 30 |
|---|---------------------|-----------------------|
| OPERATING REVENUES | | |
| Membership | \$ 4,293,582 | \$ 4,452,593 |
| Professional Development | 5,142,703 | 4,539,866 |
| Conferences & Events | 4,862,394 | 4,613,867 |
| Publications | 763,784 | 845,740 |
| Councils & Communities | 123,623 | 53,757 |
| Subsidiaries | 571,806 | 491,683 |
| Total Operating Revenues | 15,757,892 | 14,997,506 |
| OPERATING EXPENSES | | |
| IFMA | 8,021,120 | 8,893,908 |
| Subsidiaries | 295,530 | 367,669 |
| Total Operating Expenses | 8,316,650 | 9,261,577 |
| GROSS MARGIN | \$ 7,441,242 | \$ 5,735,929 |
| MANAGEMENT, GENERAL, AND ADMIN EXPENSES | | |
| IFMA | 5,354,407 | 6,035,832 |
| Subsidiaries | 441,798 | 839,211 |
| TOTAL MANAGEMENT, GENERAL & ADMIN EXPENSES | \$ 5,796,205 | \$ 6,875,043 |
| NET OPERATING GAIN/(LOSS) | 1,645,037 | (1,139,114) |
| NON-OPERATING | (159,054) | (275,020) |
| Net (Income)/Loss Attributable to non-controlling interest | 1,218 | 16,758 |
| NET INCOME / (LOSS) | \$ 1,487,201 | \$ (1,397,376) |

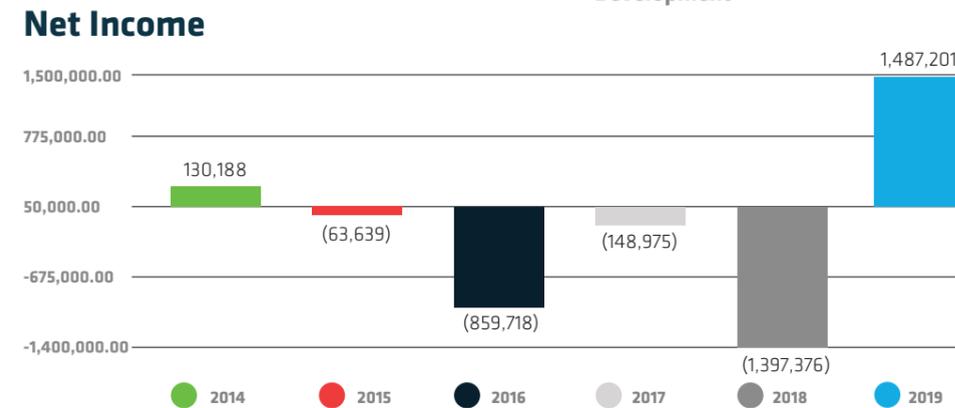
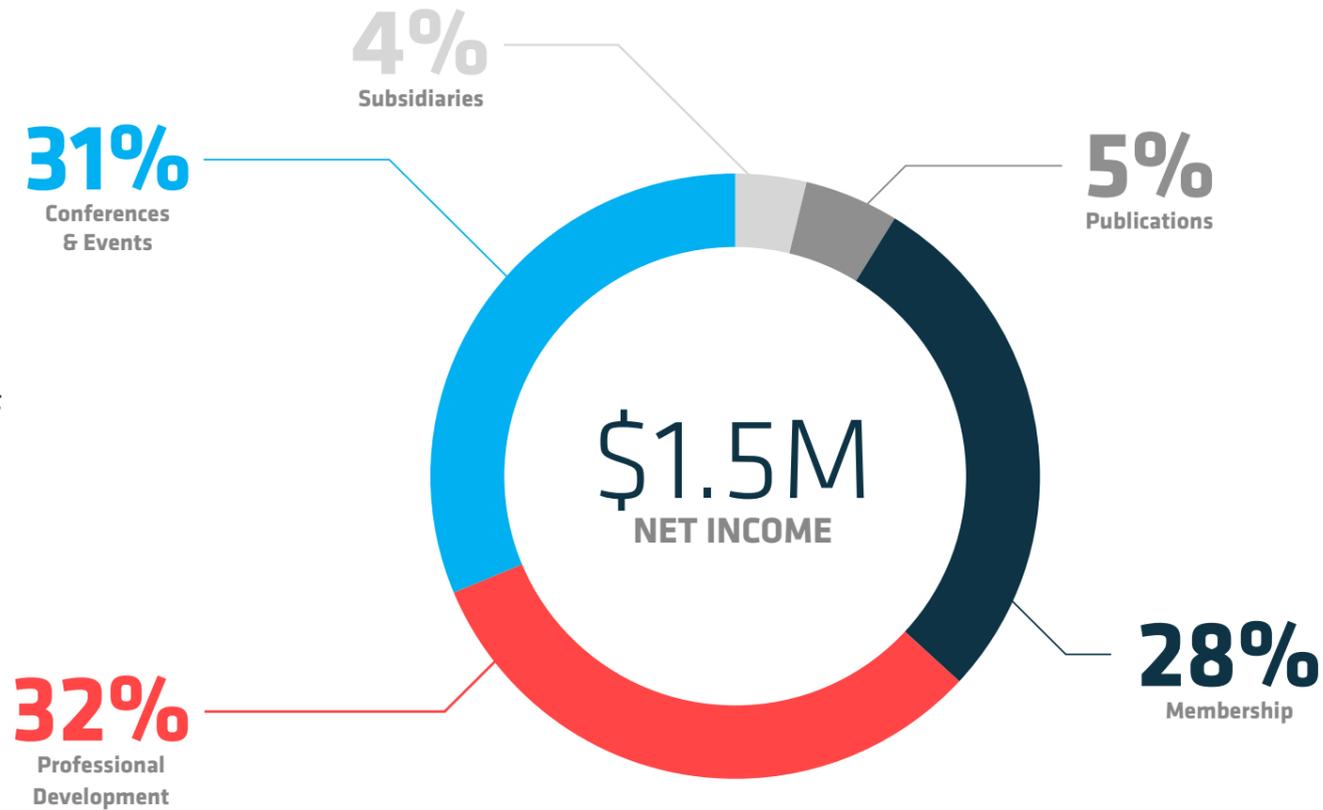
Consolidated Statement of Financial Position

As of June 30, 2019 Pre-audit

| | Current Year | Prior Year |
|---|---------------------|---------------------|
| CURRENT ASSETS | | |
| Cash | 1,646,856 | 505,659 |
| Accounts Receivable, net | 675,142 | 652,979 |
| Foundation Receivable, net | 259,829 | 502,459 |
| Inventory | - | 26,417 |
| Prepaid Exps & Deferred Program Costs | 615,780 | 374,095 |
| Total Current Assets | 3,197,608 | 2,061,609 |
| Investments | 3,983,416 | 3,860,886 |
| Property & Equipment, net | 1,413,234 | 1,503,566 |
| Other Assets | 567,503 | 581,080 |
| TOTAL ASSETS | 9,161,761 | 8,007,141 |
| LIABILITIES | | |
| Accounts Payable Trade | 512,762 | 709,971 |
| Accounts Payable - Chapters & Councils | 153,361 | 146,868 |
| Accrued Expenses | 679,582 | 724,363 |
| Deferred Revenue | 4,594,787 | 4,089,875 |
| Total Current Liabilities | 5,940,492 | 5,671,077 |
| Portfolio Loans | 1,225,685 | 1,826,061 |
| TOTAL LIABILITIES | 7,166,177 | 7,497,138 |
| NET ASSETS | | |
| Beginning of Year Net Assets | 508,151 | 1,922,637 |
| Non Controlling Interest -China | (1,218) | (16,758) |
| Shared Capital | 1,450 | 1,500 |
| Net Income (Loss) | 1,487,201 | (1,397,376) |
| Total Net Assets | 1,995,583 | 510,003 |
| TOTAL LIABILITIES AND NET ASSETS | \$ 9,161,761 | \$ 8,007,141 |

Revenue Sources

IFMA's Top 3 Sources of Revenue Total \$14.3M.



A portion of the \$1.5M net income was attributable to Revenues being up \$760K due to IFMA's Top 3 Sources of Revenue - **Professional Development, Events, and Membership** - together produce 91% of total revenue.

IFMA Membership

As of June 30, 2019



Component Groups

IFMA offers its diverse membership opportunities to engage in component groups, which provides additional focus and support in areas of interest.



Component Playbook

Appreciative Inquiry

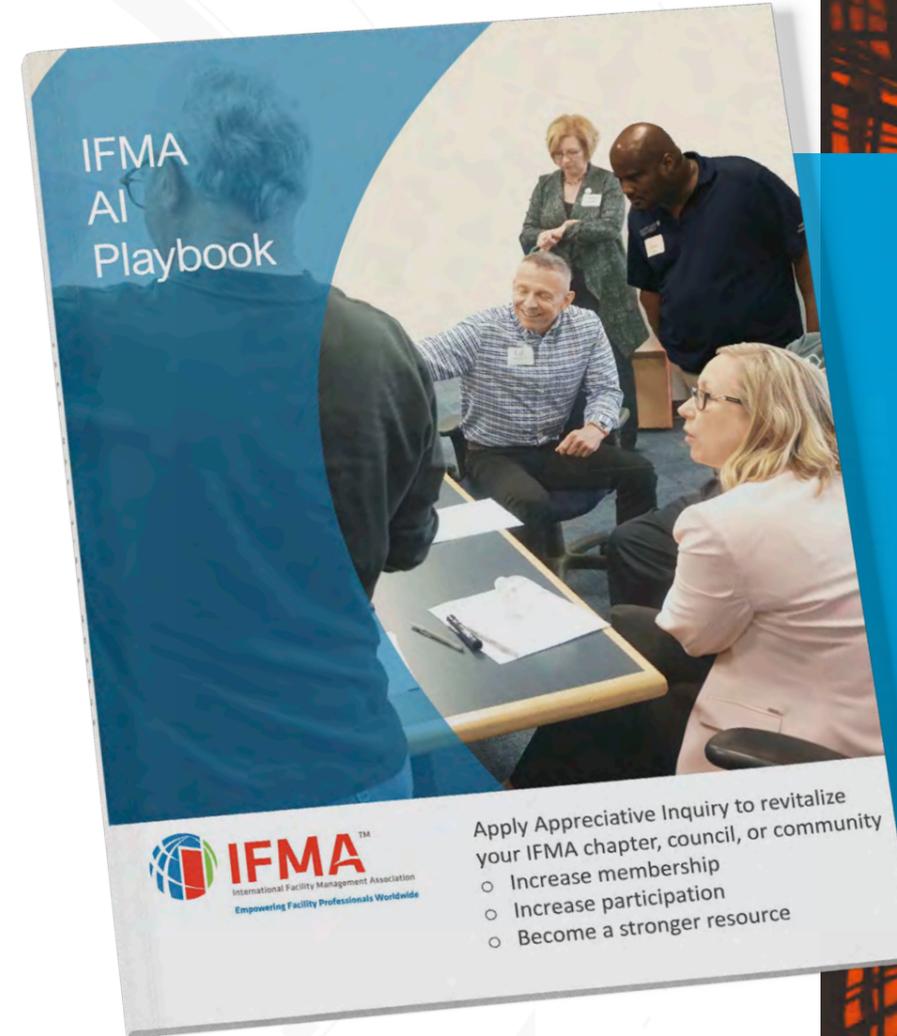
The Component Playbook moved into production in 2019, creating a step-by-step guide for IFMA components to conduct an Appreciative Inquiry process independently. Created for use by IFMA components as a strengths-based, strategic planning process, the Appreciative Inquiry (AI) tool can be used to revitalize and improve the component to better support its members.

Used by organizations such as British Air, GTE, Hunter Douglas, Cleveland Clinic, John Deere,

Walmart, Merck, US Navy, and Avon, IFMA Headquarters utilized the AI process to pivot the organization toward developing positive goals and uniting stakeholder groups.

Each section of the Playbook is designed to provide the information needed to plan, organize, and facilitate the AI process, and explains how to create action plans to implement the ideas developed during the process.

Each section of the Playbook is designed to provide the information needed to plan, organize, and facilitate the AI process.



Engage Online Community

IFMA's online community allows members to share best practices, comment on industry trends and access resources to address real-world FM challenges.

Since 2017 launch:

New threads created: **1,839**
Total discussion posts: **7,891**
Unique logins: **15,766**
Total logins: **93,362**

Top discussion posts:

Introduce yourself: **393 replies**
Add, move and change policy: **173 replies**
Sit/stand desks for everyone: **89 replies**

Top library resources:

Strategic Facility Planning (SFP): **283 downloads**
Facility Condition Assessment: **221 downloads**
How does your salary compare to other FMs?: **180 downloads**

Professional Development

- **CFM Exam Prep Workshop** updated in FY19, in alignment with the updated CFM Exam release
- **Digital Badging** implemented for IFMA's world class suite of credentials – including a badge for individuals who graduated from an IFMA Foundation Accredited Degree Program

3,022 Digital badges assigned FY2019



980 Certified Facility Manager® (CFM®)
11 Facility Management Graduate (FMG)
1680 Facility Management Professional (FMP®)
51 Retired Certified Facility Manager (TM) (RCFM)
300 Sustainability Facility Professional (SFP®)

- Key milestone FY19 reached 10,000 FMPs
- Re-approved as an IACET Accredited Provider (through 2023)

FM Framework Partners



FM Framework

FY19 Creation of FM Framework featuring training and professional development options from a syndicate of associations, to provide seamless guidance and resources for the entire operational life cycle of the built environment. Designed to provide team leads and hiring executives streamlined access to exceptional training options for their staff in industry-related fields.

Credentials *(increases over FY18)*

Credential Applications

- 316 CFM Applications **23% increase**
- 1354 FMP Applications **8% increase**
- 139 SFP Applications **35% increase**

Credential Holders

- CFM: 2669 **2% increase**
- RCFMs: 512 **7% increase**
- FMP: 10125 **14% increase**
- SFP: 1008 **15% increase**

Countries with IFMA Credentials

- 40 countries with CFMs **11% increase**
- 96 countries with IFMA Credentials **4% increase**

Facility Management Training & Development Framework

Facility Management Credentials

Operations and Maintenance | Project Management | Finance and Business | Leadership and Strategy
Strategy and Alignment for Sustainable Facility Management | Managing Sustainable Facilities | Operating Sustainable Facilities

Facility Manager 11 Core Competencies
Defined by IFMA's Global Job Task Analysis

1. Communication
2. Facility Information Management and Technology Management
3. Finance and Business
4. Leadership and Strategy
5. Occupancy and Human Factors
6. Operations and Maintenance
7. Performance and Quality
8. Project Management
9. Real Estate
10. Risk Management
11. Sustainability

Facility Management Workshop Series | **Essentials of Facility Management**

Workshop 1: Introduction to Facility Management | Module 1: Introduction to Facility Management
 Workshop 2: Operations and Maintenance | Module 1: The Basics of Operations and Maintenance | Module 2: The Basics of Building Systems | Module 3: The Application of Technology in Operations and Maintenance | Module 4: The Implications of Health and Safety in Managing Buildings
 Workshop 3: Work Management in Facilities | Module 1: Supervisory Roles in Facility Work Management | Module 2: Applying Work Management to Building Systems | Module 3: Work Management Tools in Facility Management | Module 4: Managing Contractors in Facility Management | Module 5: Managing and Tracking Customer Relations in FM

| Environmental & Hygiene | | Security | Customer Services | Technical Services | | | | | | | | | |
|-------------------------|---|---|--|---|---|---|--|---|--|--|--|---|---|
| Cleaning Operations | Landscaping | Security Operations | Call Center Supervisor / Operator | Building Repairs & Maintenance | Electrical | Fire | HVAC | Plumbing & Drainage | Energy & Building Controls | Lift | | | |
| M | Management of Customer Services (Level 4) SIX years property management industry (including FOUR years related job experience plus relevant training programs) | Management of Gardening Works (Level 4) SIX years property management industry (including FOUR years related job experience plus relevant training programs) | Management of Security Operational Works (Level 4) SIX years property management industry (including FOUR years related job experience plus relevant training programs) | Management of Customer Services (Level 4) SIX years property management industry (including FOUR years related job experience plus relevant training programs) | Management of Building Repair and Maintenance Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Electrical Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Fire Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of HVAC Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Plumbing & Drainage Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Energy & Building Controls Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Lift Works (Level 4) SIX years technical service industry (including FOUR years related job experience plus relevant training programs) | | |
| M | Management of Cleaning Works (Level 3) FIVE years property management industry (including THREE years related job experience plus relevant training programs) | Management of Gardening Works (Level 3) FIVE years property management industry (including THREE years related job experience plus relevant training programs) | Management of Security Operational Works (Level 3) FIVE years property management industry (including THREE years related job experience plus relevant training programs) | Management of Customer Services (Level 3) FIVE years property management industry (including THREE years related job experience plus relevant training programs) | Management of Building Repair and Maintenance Works (Level 3) FIVE years property management industry (including THREE years related job experience plus relevant training programs) | Management of Electrical Works (Level 3) FIVE years technical service industry (including THREE years related job experience plus relevant training programs) | Management of Fire Works (Level 3) FIVE years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of HVAC Works (Level 3) FIVE years technical service industry (including FOUR years related job experience plus relevant training programs) | Management of Plumbing & Drainage Works (Level 3) THREE years technical service industry (including THREE years related job experience plus relevant training programs) | Management of Energy & Building Controls Works (Level 3) FIVE years technical service industry (including THREE years related job experience plus relevant training programs) | Management of Lift Works (Level 3) FIVE years technical service industry (including THREE years related job experience plus relevant training programs) | | |
| M | Cleaning Works (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Gardening Works (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Security Operational Works (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Customer Services (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Administrative Works (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Building Repair and Maintenance Works - General Concrete (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Building Repair and Maintenance Works - General Carpentry & Ironmongery (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | Building Repair and Maintenance Works - General Facility (Level 2) THREE years property management industry (including TWO years related job experience plus relevant training programs) | General Electrical Works (Level 2) THREE years technical service industry (including TWO years related job experience plus relevant training programs) | General Fire Works (Level 2) THREE years technical service industry (including FOUR years related job experience plus relevant training programs) | General HVAC Works (Level 2) THREE years technical service industry (including TWO years related job experience plus relevant training programs) | General Plumbing & Drainage Services (Level 2) THREE years technical service industry (including TWO years related job experience plus relevant training programs) | General Lift Works (Level 2) THREE years technical service industry (including TWO years related job experience plus relevant training programs) |
| M | Cleaning Works (Level 1) ONE year property management industry and related job experience plus relevant training programs | Gardening Works (Level 1) ONE year property management industry and related job experience plus relevant training programs | Security Operational Works (Level 1) ONE year property management industry and related job experience plus relevant training programs | Customer Services (Level 1) ONE year property management industry and related job experience plus relevant training programs | Building Repair and Maintenance Works (Level 1) ONE year property management industry and related job experience plus relevant training programs | General Electrical Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | General Fire Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | General HVAC Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | General Plumbing & Drainage Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | General Energy & Building Controls Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | General Lift Works (Level 1) ONE year technical service industry and related job experience plus relevant training programs | | |

Core Skills | Common skills for all staff

- Introduction to FM
- Code of Conduct
- Introduction to Environmental Policies
- Introduction to Prevention of Pandemic Viruses
- Operations
- Facilities & Staff Appearance
- Facilitate Effective Team Work
- Facilitate Effective Customer Services
- Safety Induction

Auxiliary Skills | Basic work dependent skills for FM staff

- Introduction to FM software
- Introduction to Microsoft Office Suite
- Crowd Management
- Pandemic Preparedness
- Construction Industry Safety Card Course
- General Safety Guidelines for Confined Spaces
- Incident & Complaint Handling

Optional Skills

- Continuing Education Certificate in Safety Auditing
- Energy Efficient Design & Installation
- Excellence Through Continuous Improvement
- Environmental Officer Course
- Gas Welding Training
- People Management at Work Place
- First Aid Course

Networking

www.ifma.org/membership

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Conferences – Events

Advocacy Day and Public Policy Forum

September 12-13, 2018
Washington, DC, USA

- Leaders from over 20 US chapters came together in DC to raise the profile of FM, discuss workforce development, energy efficiency and improved performance in Federal Buildings.
- Attendees received a behind the scenes tour of the US Supreme Court from IFMA Members with the Architect of the Capitol.
- Attendees heard from leaders in the Congress including Dr. Virginia Fox, then Chairwoman of the House Education and Workforce Committee, and Congressman Frank Pallone, Chairman of the House Energy and Commerce Committee.

World Workplace China 2018 Conference and Expo

Sept. 13-14, 2018
Beijing, China

- First time conference held in Beijing

World Workplace Conference and Expo

October 3-5, 2018
Charlotte, North Carolina, USA

- 4,154+ attendees
- Exceeded registration budget by 20%
- Highest expo revenue since World Workplace 2008 in Dallas, Texas, USA
- Keynote Speakers: Kyle Petty, Nascar Icon and Philanthropist; Scott F. Breur, Acting Deputy Assistant Secretary, U.S. National Protection and Program's Directorate's Office of Infrastructure Protection; Theresa Payton, Former White House CIO

SAME-IFMA FM Workshop

February 6-8, 2019
San Antonio, Texas, USA

- Hosted in conjunction with the Society of American Military Engineers
- Highest number of attendees to date: 476+

World Workplace Europe

March 20-22, 2019
Amsterdam, Netherlands

- 2019 marked the 3rd annual World Workplace Europe conference
- IFMA in partnership with FMN will return to Amsterdam for World Workplace Europe 2020

World Workplace Asia

April 3-5, 2019
Singapore

- Large percent of international speakers (about 50%)
- Decision was made to make Singapore the home of WW Asia for the foreseeable future

Facility Fusion Conference and Expo

April 8-10, 2019
Atlanta, Georgia, USA

- Facility Fusion has become the FM Leadership Event of the year with the primary focus of the conference being Leadership Development
- Longer workshops were added to allow for an in-depth focus on conference topics

IFMA partnership with ISSA Show Canada - REMI Show Canada

June 11-13, 2019
Toronto, Ontario, Canada

- Inaugural event established the collaboration with ISSA Canada

Upcoming Events

01

World Workplace Conference and Expo
October 16-18, 2019
Phoenix, Arizona, USA

02

World Workplace Europe
March 18-20, 2020
Amsterdam, Netherlands

03

World Workplace Asia
April 7-9, 2020
Singapore

04

Facility Fusion
April 14-16, 2020
San Francisco, California, USA

05

IFMA in partnership with ISSA Show Canada | REMI Show Canada
Dates and location: TBD

06

Advocacy Day and Public Policy Forum
September 18-19, 2020
Washington, DC, USA



Knowledge Library

IFMA's Knowledge Library provides access to thousands of facility management resources created and peer-reviewed by industry experts.

As the largest collection of high-quality articles, videos, podcasts, and research, the Knowledge Library helps you solve day-to-day facility

challenges, learn best practices and stay up-to-date on the latest topics and trends.

Users

Total users: **4,527**
Annual Knowledge Pass subscribers: **534**
Average new users per month: **91**

Content

Total Downloads (all-time): **150,416**
Total Downloads for the year (FY19): **21,989**
Total pieces published: **1,003**
New pieces published: **69**
FM Pulse blog posts: **83**

11 Content Types

Articles
Benchmarks
Blogs
Case studies
How-to's
Podcasts
Presentations
Research
Templates
Videos/Webinars
White papers

FY19 Highlights

- Published over 1,000 pieces of high-quality FM content
- Redesigned submission processes for easier, faster publishing
- Developed an exclusive content sharing and promotion program for our Corporate Sustaining Partners
- Hosted an online author appreciation campaign to highlight valued contributors
- Collaborated with RBI, CABA and ISSA to host content in the Knowledge Library
- Conducted successful content giveaway for World FM Day

Top 10 Downloaded

- 01 Redefining the Executive View of Facility Management (FM), **497**
- 02 Workplace Change Management: An Overview, **409**
- 03 Raising the Bar 1: Enhancing the Strategic Role of FM, **339**
- 04 RICS: Strategic Facility Management Framework, **331**
- 05 Finance for Public Sector FM, **312**
- 06 Improving Facilities Work Management Using Statistical Process Control (SPC), **309**
- 07 5 Ways Remote Working is Impacting Business Resilience, **308**
- 08 An Example of an Effective Lockout-Tagout Procedure, **275**
- 09 Retro-commissioning: New Low-hanging Fruit for Energy Savings, **255**
- 10 Finance for Public Sector FM, **248**

Global Standards

IFMA is a key contributor to development of global standards for FM and serves as the administrator of the U.S. Technical Advisory Group (U.S./TAG) on behalf of the American National Standards Institute (ANSI). As U.S./TAG administrator, IFMA provides U.S. based stakeholders with an opportunity to participate in standards development conducted by the International Standards Organization (ISO).

IFMA understands the profound importance standardization has on our industry and profession and coordinates the work of the U.S./TAG to ensure there is robust U.S. input on Technical Committee 267 standards and that the development process adheres to the ANSI and ISO procedures.

In FY19 IFMA:

- Joined the International Fire Safety Standards (IFSS) Coalition
- Formed a working group to draft new ISO 41015 standard: Working Group 5 - Human Experience

Supported development of two FM standards:

- ISO 41014 - Facility Management - Development of Facility Management Strategy This standard relates to other standards in the ISO 41000 series, in particular, by serving as additional guidance to the leadership/planning clauses of ISO 41001.
- ISO 41015 - Facility Management - Influencing Behaviors for Improved Facility Outcomes and User Experience
- This standard will be a new chapter in the ISO41000-series. In keeping with the definition of facility management as laid out in ISO 41011, the standard will focus on optimizing the performance of facilities when people/place/process are properly integrated.

IFMA is a key contributor to development of global standards for FM

IFMA has promoted common sense public policy that recognizes the role and value of effective facility management.

Government Relations

In a year of transition for governments in the United States and Europe, IFMA continued to work with decision makers and stakeholder groups around the globe to promote common sense public policy that recognizes the role and value of effective facility management. Through our education and advocacy programs, supported by a dedicated group of FM leaders, IFMA has succeeded in promoting training and certification for FM personnel, reducing waste in public sector buildings, ensuring better utilization of private sector best practices and enhanced use of IFMA resources. Now more than ever, decisions made by governments on the local, national and international level have an ever-increasing impact on the business of facility management.

By making FM's a visible and reliable part of these conversations, IFMA's Advocacy program continues to drive value for our membership and recognition for the profession including:

- Election as Chair of the High-Performance Buildings Congressional Caucus
- Expanded Chapter Representation at IFMA's Advocacy Day and Public Policy Forum
- Increased use of IFMA training and membership by Public Sector Partners
- Recognition of effective FM as a resource to improve Energy Performance of Buildings
- Congressional Hearing focused on High Performance Buildings
- Growth of Public Sector FM Training and Apprenticeship Programs
- Selection for leading public sector Advisory Boards
- Ramping up for increased advocacy effort commencing with the new European Union Parliament term

Corporate Sustaining Partners

As leaders in their respective industries, IFMA Corporate Sustaining Partners (CSPs) are constantly innovating. These best-in-class organizations make a substantial investment in the facility management community,

contributing more than half a million dollars annually to the association. As advisers, topic experts and change leaders, they are committed to the success of the professionals they support.

| Company | Year Joined | Partnership Length | | | | | | | |
|--|-------------|--------------------|------------------------------------|------|----|---------------------------------------|--------------------------|------|----|
| Platinum Level | | | | | | | | | |
| AECOM | 2018 | 1 | Planon | 2006 | 13 | Geospatial Analytics Inc. | 2018 | 1 | |
| Gold Level | | | | | | | | | |
| CGW Facility Services | 1991 | 28 | Sika Corporation - Roofing | 2006 | 13 | HD Supply | 2014 | 5 | |
| JLL | 2003 | 16 | Sodexo | 2002 | 17 | HID Global Corp | 2017 | 2 | |
| Energi Pros | 2018 | 1 | Tarkett | 2000 | 19 | J Reynolds Co | 2018 | 1 | |
| OTIS Elevator | 2019 | 1 | United Facilities Management | 2017 | 2 | Jacobs | 2004 | 15 | |
| Kimberly-Clark Professional | 2016 | 3 | VARIDESK | 2016 | 3 | Kimball | 2017 | 2 | |
| Silver Level | | | | | | | | | |
| ABM | 1994 | 25 | Veritiv | 2018 | 1 | Lencore Acoustics | 2009 | 10 | |
| Al-Hajry Overseas LTD | 2019 | 1 | Standard Level | | | | LogiSon Acoustic Network | 1999 | 20 |
| Aramark | 2002 | 17 | AI Shirawi Facilities Management | 2012 | 7 | MasterCorp | 2017 | 2 | |
| ARC | 2014 | 5 | Ambius | 2008 | 11 | milliCare | 1998 | 21 | |
| Biamp (formerly Cambridge Sound Mgmt.) | 2014 | 5 | ARCHIBUS, Inc. | 1993 | 26 | Pure Water Technology | 2017 | 2 | |
| Connectrac | 2014 | 5 | Armstrong Ceilings | 1999 | 20 | Qopper | 2018 | 1 | |
| CORT | 1988 | 31 | Armstrong Flooring | 2018 | 1 | REDLEE/SCS Inc | 2013 | 6 | |
| Davies Office Inc. | 2003 | 16 | Astec Re-Ply Roofing | 2015 | 4 | Rentokil Steritech | 2015 | 4 | |
| EMCOR Facilities Services | 1996 | 23 | Bader Al Mulla and Brother Company | 2017 | 2 | Rheem Manufacturing | 2019 | 1 | |
| Excel Dryer Inc. | 2008 | 11 | BELFOR USA Group | 2008 | 11 | SCLogic | 2018 | 1 | |
| FM:Systems | 1998 | 21 | BGIS | 2016 | 3 | Securitas Security Services USA | 2006 | 13 | |
| FreeAxez | 2015 | 4 | Canadian Base Operators | 2017 | 2 | ServiceMaster Clean | 2003 | 16 | |
| IBM | 2019 | 1 | Chariot | 2018 | 1 | SpaceIQ | 2017 | 2 | |
| Infor, Inc. | 2016 | 3 | COIT Services | 2013 | 6 | Staples Business Advantage | 2011 | 8 | |
| iOFFICE | 2008 | 11 | Comcast Business | 2018 | 1 | Sunbelt Rentals | 2016 | 3 | |
| ISS Facility Services | 2008 | 11 | Controlled Environments | 2019 | 1 | Sunline Office LLC | 2018 | 1 | |
| Kastle Systems | 2017 | 2 | CORPORATE CARE | 2008 | 11 | The LifeDesk | 2018 | 1 | |
| Massimo Zanetti Beverage | 2016 | 3 | EMCO Qatar | 2012 | 7 | Tremco Roofing & Building Maintenance | 2017 | 2 | |
| Spacewell | 2018 | 1 | EMS Qatar W.L.L. | 2018 | 1 | Trimble | 2001 | 18 | |
| New Pig Corporation | 2017 | 2 | Facility Engineering Associates PC | 2006 | 13 | University Service Management PE | 2019 | 1 | |
| OpenSensors | 2019 | 1 | Facility Management Services doeel | 2018 | 1 | Versteel | 1992 | 27 | |
| | | | FBG Services | 2000 | 19 | Xcluder® Rodent and Pest Defense | 2018 | 1 | |
| | | | Forbo Flooring | 2006 | 13 | | | | |

FMJ Magazine

For 30 years, IFMA's FMJ has continued to be the international standard bearer magazine for facility management professionals. The FMJ offers its audience globally applicable best practices and takeaways written by FM professionals for FM professionals. Distributed six times a year in print and online* (January, March, May, July, September and November)

*Digital FMJ editions provide enhanced content including additional articles, videos, podcasts

Readership insights

- Facility Director **53.3 %**
- Operations **22.6 %**
- **50%** have been in the industry more than 20 years
- **42%** are exclusive decision makers for FM purchases



Top Sectors Represented

1. Manufacturing/industrial
2. Nonprofit
3. Banking/finance

Top Professional Challenges:

1. Cost management
2. Staffing/personnel
3. Occupant relations/customer service

IFMA Social Media Stats



LinkedIn

23,510 Followers
35.3% Increase



Twitter

21,600 Followers
4.2% Increase



Facebook

10,000 Likes
18.4% Increase

FMJ Social Media Monthly Averages:

Facebook
1,846 likes
2,246 followers

Twitter
7,244 likes

Subscriptions
4,087 print

IFMA.org Stats

872,754
Sessions

436,658
New Users

3,198,559
Page Views

31%
Bounce rate

(low vs. 55% industry benchmark) based on Google Analytics' Professional & Trade Association category

Award Winners

Distinguished Member of the Year:

Wayne Whitzell

Associate Member of the Year:

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Emerging Professional of the Year:

Derek Bacigal

Educator Award:

Dr. Joseph H.K. Lai

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Distinguished Author, Book of the Year:

Rex Miller

Distinguished Author, Web Based / Social of the Year:

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Large Chapter of the Year:

IFMA Boston Chapter

Large Chapter Award of Excellence in Professional Development:

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Large Chapter Award of Excellence in Web Communications:

IFMA San Diego Chapter

Small Chapter of the Year:

IFMA Sacramento Valley Chapter

Student Chapter Award of the Year:

IFMA Greater Phoenix Student Chapter

Community Award of Excellence:

Workplace Evolutionaries



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