



Annual Review 2009



Governance

Global FM (Global Facility Management Association) is a worldwide federation consisting of members and affiliates from 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 FM recognition of the facilities management profession.

Mission

Promote the strategic value and progress of facilities management.

In 2007, Global FM developed its balanced scorecard to achieve the vision and mission. The balanced scorecard highlights the following Global FM aims:

- Stakeholders – Global FM aims to deliver tangible outcomes that demonstrate value commensurate with stakeholder expectations;
- Internally – to demonstrate good governance through pragmatic, effective and transparent processes and procedures;
- Externally – to foster and encourage the sharing of information and knowledge to further the understanding of facilities management;
- Financially – to be a well-managed and self-funded sustainable organization.

Members

- ARSEG – Association des Directeurs et Responsables de Services Généraux (France)
- ABRAFAC – Associação Brasileira de Facilities (Brazil)
- BIFM – British Institute of Facilities Management (United Kingdom)
- FMA Australia – Facility Management Association of Australia
- HFMS – Hungarian Facility Management Society
- IFMA – International Facility Management Association (Canada, United States and other parts of the world)
- SAFMA – South African Facilities Management Association

Global FM Board of Directors

Chairman Steve Gladwin	Immediate Past Chairman Stan Mitchell
Director Americas Teena G. Shouse, CFM®, IFMA Fellow	Director Asia and Australia Andrew McEwan
BIFM Representative Europe Rob Greenfield	Director Europe, Africa and Middle East Delphine Sergent
IFMA USA David J. Brady	FMA Australia David Duncan
BIFM UK Ian Fielder	ARSEG France Lionel Cottin

Global FM Secretariat

Ariane Bruinen
Raquel Costa
Daniela Kolb



Pictured left to right: Immediate Past Chairman Stan Mitchell; FMA Australia CEO David Duncan; Director Americas Teena G. Shouse, CFM, IFMA Fellow; IFMA President and CEO David J. Brady; BIFM CEO Ian Fielder; HFMS Chairman Jozsef Czerny; Global FM Chairman Steve Gladwin; and BIFM Chairman Iain Murray in Oxford, U.K., March 2009.

Affiliate members

- FM-ARENA (Switzerland)
- AFE – Association for Facilities Engineering (United States)



Meetings and workshops

Global FM held two board meetings in 2009, the first in March corresponding with BIFM's annual conference at Oxford University in the United Kingdom. The second was held in conjunction with IFMA's World Workplace event in Orlando, Florida, in the United States. Additionally, the Oxford event included a Global FM international workshop and a Global FM strategic planning workshop occurred during World Workplace.

Specific activities or initiatives that supported the objectives or furthered the mission

In 2007, the Global FM board identified the Global FM "hot topics"—six strategic issues common to the global facilities management community, namely:

- Education
- Sustainability
- FM Now and In the Future – The Challenges
- Economy and Culture Across Borders
- Innovation
- Risk Management

In 2008, the hot topics of Education and Sustainability were developed further, with the aim of turning these position statements into concrete projects. Steering committees were formed with subject matter experts from Global FM organizations. PDF copies of the position papers for each area may be viewed or downloaded at www.globalfm.org.

In 2009, the education steering committee analyzed facilities management competencies across a number of countries and mapped the results to identify similarities and differences. The information will be used to develop products and programs.

Also in 2009, the sustainability steering committee began working on ways to collect best practice examples from the members of participating Global FM organizations. The creation of a Global FM Awards of Excellence in Facility Management program was one possibility. Look for program details to be published in early 2010.

Working groups and committees

- Global FM board
- Global FM operations committee
- Global FM communications directors group
- Education steering committee
- Sustainability steering committee

2009 Activities: Resource Center

In 2009 Global FM activated an online "Resource Center" hosted on the Global FM Web site (www.globalfm.org). The center is a complimentary resource where Global FM participating organizations post information, publications and tools that may be viewed or downloaded. The center currently has eight subsections. They are:

- Education
- Sustainability
- FM Now and In the Future
- Risk Management
- Innovation
- FM Across Borders
- Global FM members' organizational information
- Government Impact

Under each subsection, information is listed by the topic, author, publisher, date of publication and the language of the publication. An abstract also is included. Fourteen items are currently available as of this writing, but the number is expected to grow substantially.

2009 Activities: World FM Day



On 28 August, professionals on five continents recognized the contributions facilities management makes to the built environment during the first ever World FM Day. Global FM member organizations hosted public events around the world to bring attention to the important role facilities management plays in business strategy and achieving environmental sustainability.

Activities around the globe included panel discussions, meetings, award presentations, luncheons, video presentations and social networking. The first place to celebrate World FM Day was Australia, with more than 350 people attending events held across the country. Subjects covered included greenhouse gas legislation, facilities management in tough economic times and the facilities management styles of different generations.

In South Africa, SAFMA hosted successful lunchtime events in Pretoria and Cape Town. Moving into Europe, Switzerland hosted the 5th Facility Management Football Tournament. Twenty teams from different facility-related companies participated, with friendly competition on the pitch and lively discussions about facilities management off-field.

ARSEG celebrated World FM Day in typically French style, with lunch on a "bateau mouche" on the river Seine. Seventy facilities and general services practitioners heard Delphine Sergent, board member of Global FM, explain the



missions and actions of the federation. The launch of the ARSEG International Club and the creation of Global FM's International Awards of Excellence in Facility Management were also announced.

HFMS organized a breakfast reception at Kinnarps House in Budapest. The program included the first public discussion about the Hungarian government's strategy for the development of the facilities management industry. Participants discussed the importance of facilities management to an organization and the role facilities practitioners can play in reducing carbon emissions during a video link with the United Kingdom.

On the other end of the link, at Google's London headquarters, BIFM hosted a World FM Day breakfast. The audience heard intriguing presentations from Lionel Proddgers on "The History of Facilities Management in Five Minutes," and Philip Tidd, managing director of DEG, on "Workplaces and Work Culture Around the World."

Across the Atlantic in the United States, IFMA organized a Twitter event, posting a new question for discussion every 30 minutes throughout the day. Questions included: "In a few words, how would you describe a facilities manager?," "How do you prove the value of the FM operation to the C-suite?" and "Where do you see the facilities management profession in 20 years?" Answers and comments came from across North America and around the world.

To help promote World FM Day and maximize participation, a special international video presentation was developed and distributed throughout the memberships of Global FM participating organizations. It also was posted on a World FM Day event page on the social media site, Facebook.

It is Global FM's intention to promote World FM Day annually, thus establishing one day of the year for magnifying the importance of the profession, both internally, within organizations, and externally, to the outside world.

Finance structure

The finance structure of Global FM has been developed to encourage participation by all facilities management associations, whether large or small, well-established or new, wherever they are in the world. The membership fee is based on a formula which encompasses size of membership, GDP per capita of the host country and the budget needs of Global FM. This structure is designed to be as inclusive and as affordable as possible.

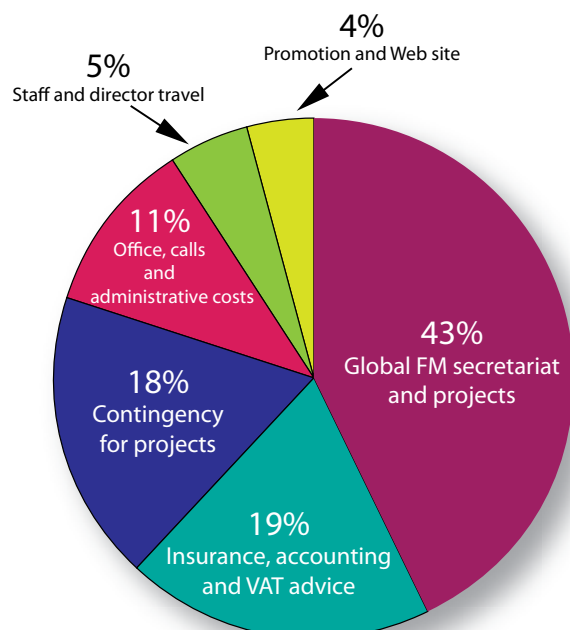
Results

The total revenue for 2009 was 97,250€, down from 121,000€ in 2008, due to the unfavorable economic conditions and reduced budgets.

Primary expenses

Around 43 percent of this income is attributed to the Global FM secretariat, which is responsible for the day-to-day management of Global FM and uses these resources to support two ongoing projects and initiatives being undertaken by various steering groups. Eleven percent covers office expenses such as conference calls, administrative costs, etc. Five percent was used for travel expenses of the Global FM secretariat and directors. Around 19 percent was spent on insurance, accounting services and VAT advice. Promotional activities, such as the Web site and brochures, accounted for 4 percent of the budget. The remaining 18 percent is held in contingency and for specific projects.

Financial overview





Chairman's message



The year 2009 was both difficult and opportunistic. The unprecedented economic times adversely affected many in the facilities management industry as facilities professionals everywhere engaged their know-how to reduce costs; expand global operations and linkages; and continue implementing sustainable measures that lessen their organization's carbon foot prints.

Despite preoccupation with this new reality and the corresponding necessary activities, Global FM still was able to make significant progress towards its vision of "Global recognition of the facilities management profession" and its mission to "promote the strategic value and progress of facilities management." The key this year was linking together Global FM's expansive network of 40,000 professionals in a concentrated and successful day of promoting, celebrating and recognizing FM on five continents. World FM Day, 28 August, explained in detail earlier in this review, through the heightened awareness it created, laid a foundation that will help facilities management become more consistent across borders. If you have not yet done so, I encourage you to view the special World FM Day promotional video at www.globalfm.org. You will see and experience the enthusiasm for FM that is shared around the globe as well as the unique way each participating organization chose to promote that special day. World FM Day is sure to become an annual Global FM tradition.

Sharing the rich and special characteristics of cultures is a great way to make friends and build understanding. Connecting and tying everything together, then makes what is unique, part of the whole. Globalization undoubtedly is one of the macro trends that is shaping and driving the profession. Every facilities professional will need to know how to link and interact internationally. To this end, Global FM will be conducting an international workshop around the theme, "across borders," in London in 2010, in conjunction with the BIFM Conference, 13-14 April. Also in 2010, to further advance this vision, look for forthcoming details on Global FM's Awards of Excellence in Facility Management. Recognizing global facilities management excellence is a great way, in turn, to recognize the profession, its impact and potential.

In closing, I cannot overemphasize the importance of broad, deep and continuous participation as a hallmark of successful associations. Global FM truly would not exist, not even virtually, without great vision, support and commitment. It has been a privilege to work with outstanding organizations like ARSEG, ABRAFAC, BIFM, FMA Australia, HFMS, IFMA and SAFMA. Together we are promoting the strategic value of facilities management and literally connecting the world's infrastructure, commercial sectors, governments, universities, non-profits and people who are the good customers of our extended membership.

Steve Gladwin
Chair, Global FM

Secretariat

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Global FM Membership Representation



British Institute of Facilities Management (BIFM)

International Facility Management Association (IFMA)

FM-ARENA

Association des Directeurs
et Responsables de Services
Généraux (ARSEG)

Hungarian Facility
Management Society (HFMS)

Association for Facilities Engineering (AFE)

South African Facilities Management Association (SAFMA)

Associação Brasileira de Facilities (ABRAFAC)

