



2021



IFMA™



03
MESSAGE FROM THE CHAIR

05
PRESIDENT'S MESSAGE

06
FINANCIAL REPORTING

12
IFMA COVID-19 Coronavirus Response

14
PROFESSIONAL DEVELOPMENT

16
CONFERENCES & EVENTS

18
MEMBERSHIP

21
FY21 HIGHLIGHTS

22
MARKETING & COMMUNICATIONS

24
CORPORATE SUSTAINING PARTNERS

26
RESEARCH & BENCHMARKING

28
FOUNDATION

30
GOVERNMENT AFFAIRS

32
MANAGEMENT

While 2019 was one of the most profitable years in IFMA's history, 2020 was one of the most prolific.

IFMA'S MISSION:

WE ADVANCE OUR COLLECTIVE KNOWLEDGE, VALUE AND GROWTH FOR FACILITY MANAGEMENT PROFESSIONALS TO PERFORM AT THE HIGHEST LEVEL.

IFMA'S VISION:

LEAD THE FUTURE OF THE BUILT ENVIRONMENT TO MAKE THE WORLD A BETTER PLACE.

THE VALUES THAT DRIVE US

-  We believe in the benefit of global diversity, inclusion and social equity.
-  We recognize that sustainability, resilience and responsible stewardship of the environment is paramount.
-  We commit to open, honest, transparent and interactive communications.
-  We strive for excellence and growth through innovation, leadership and sharing of knowledge.



Message from the Chair

2020 ushered in the most redefining period for the facility management profession since the 1980s. At an unprecedented global level, the COVID-19 pandemic rewrote the playbook on how and where work gets done. It brought people into focus as an organization's most valuable asset and necessitated a new approach to the workplace experience — one that prioritizes health and well-being, flexibility and adaptability, corporate culture and social purpose.

When I was inducted as board chair in July 2020, I knew it would be a difficult year for the association. We quickly went into survival mode — reevaluating our budget, adjusting our cost-base, commencing an interim reduction in staff pay, postponing strategic initiatives and suspending major investments.

Yet, amid concern for IFMA's financial resilience, something unexpected happened. As we were finding ways to keep IFMA solvent, our entire community rallied to keep IFMA relevant. While 2019 was one of the most profitable years in IFMA's history, 2020 was one of the most prolific. From webinars, reports, manuals and frameworks to virtual events, new professional development courses and career tools, IFMA and our members and partners continuously rolled out topical, critical resources to keep the industry informed and equipped as we navigated the complexities and uncertainties of shutdowns, re-openings, recovering and lately also the reimagining of the new post-pandemic workplace.

With the inability to gather safely in large numbers, our live events took the hardest hit; however, IFMA's professional development saw an increase in revenue, as FM professionals took advantage of online courses and credential programs. By maintaining strong financial discipline, IFMA was able to securely make its way through the pandemic while providing our members and the public with much needed information and critical thinking on matters of health and safety.

Despite the pandemic's ongoing reverberations, there is cause for optimism, both in our association and profession. The past few years have seen progressive action in our industry. More recently, FM's role in designing and aligning the workplace to the new reality of work has taken the spotlight. IFMA's position as the voice of authority on FM, as well as a voice of influence among all professionals involved in facility and workplace decisions, drove the creation of new vision and mission statements, announced in April 2021.

Our industry is at an inflection point — we can either settle into the adaptive processes we've enacted and return to business as usual or we can seize this moment to redefine our profession, build competitive advantage and become a new and improved version of IFMA going forward. Facility management has an impact that is much bigger than any department, facility or company; and we have the opportunity to ensure that our facilities do not just perform well by operational standards but surpass human experience standards as well.

FM has shown its quality and IFMA has proven its resilience. We have emerged from a time of crisis stronger, more focused and more adaptive. I believe these virtues will help us further grow the association, providing even more leadership and resources as our profession enters a new and exciting next stage.

Peter Ankerstjerne, MBA, COP, IFMA Fellow

FM's frontline role in leading organizations through shutdowns, recoveries and reopenings gave us a higher purpose.

COLLABORATION BETWEEN ALL BUILDING PROFESSIONALS WILL NOT FADE POST-PANDEMIC — IT WILL ONLY GROW STRONGER.

THE ADAPTABILITY AND ENTERPRISE OF OUR PROFESSIONAL STAFF WILL LONG STAND AS TESTIMONY TO THEIR DEDICATION.



Message from the President

We, as an association, a profession and a people, have faced and overcome a great many challenges presented by the pandemic and other turbulent events this past year and a half. Through distress, hardship and grief, we have managed to find hope, purpose and possibility.

IFMA's purpose has always been educating, supporting and elevating facility management professionals; yet FM's frontline role in leading organizations through shutdowns, recoveries and reopenings gave us a higher purpose – not only adeptly guiding our industry through a maze of changes, but also forecasting the aftermath of workplace adaptations so that FMs worldwide could prepare themselves and their organizations for a new world of work.

In July/August 2020, 248+ subject matter experts discussed how FMs will adapt to a new normal post-pandemic. Released in September, the resulting report, "The Experts' Assessment: The Workplace Post-COVID-19," presented profound insights to help organizations prepare for a new status quo. The "Experts' Assessment" webinar series launched soon after, bringing global thought leaders directly to FMs at no charge.

IFMA acted fast to deliver resources of the utmost relevance. The ingenuity of our professional staff was a bright light during an unstable time. Their adaptability and enterprise will long stand as testimony to their dedication.

Our members and partners brought valuable insights to next-normal discussions, as well as practical tools for managing new realities, such as work-from-home and hybrid-work solutions, optimizing space to improve work performance and the human experience, creating healthy, sustainable space and preparing for the impacts of climate change.

From our Coronavirus Resource Center, filled with practical, non-biased information from industry leaders, including our Corporate Sustaining Partners and like-minded associations such as ISSA and ASHRAE; to our outstanding 17-episode "FM + COVID-19" webinar series; to every issue of IFMA's FMJ magazine, featuring the best advice from our community's sharpest minds – our community brought all built environment professionals indispensable information that remains applicable today, as we continue to manage pandemic uncertainties.

Sharing knowledge and practices with other industries, disciplines, associations and nations fuels our growth, especially in a reinvented workplace. Recognizing that no single industry can manage a new world of work alone, we spotlighted the benefits of cross-industry collaboration at IFMA's 2021 virtual Facility Fusion. Collaboration between all building professionals has been crucial to business continuity, occupant safety and facility well-being, and this multidisciplinary approach will not fade post-pandemic — it will only grow stronger.

Our association's vision is to lead the future of the built environment to make the world a better place. The first, and most fundamental, of the four values that drive us is a belief in the benefit of global diversity, inclusion and social equity. While no organization is immune to the challenges of discrimination, IFMA is committed to fostering a culture that values and respects the worth of every individual. IFMA was built on a foundation of unity – a shared purpose to create something meaningful. That hasn't changed. We are a community of colleagues and friends sustained by the respectful and open sharing of knowledge and experiences. We are each other's champions — and that, too, will only grow stronger.

Forty years as an association was a significant milestone in 2020; but our work is just beginning. With our industry's continued drive to innovate, with the need for working partners to support an adaptive, resilient workplace, and with IFMA's commitment to lead the future of the built environment to make the world a better place, we are embarking on an exhilarating journey of possibility.

Don Gilpin

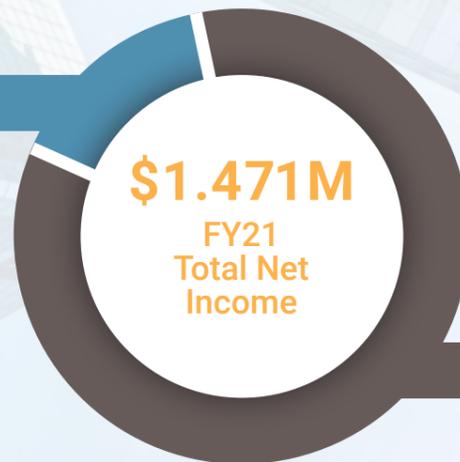
Financial Highlights

\$11.528M
FY21
Total Revenue



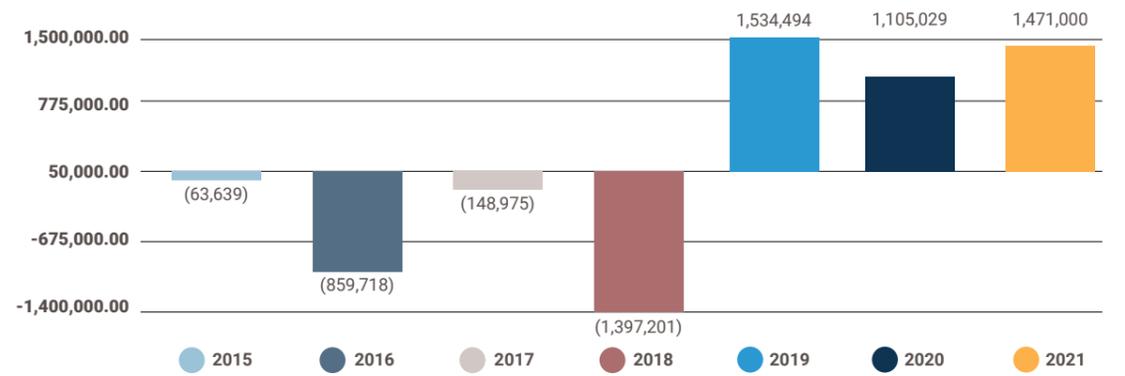
\$11.306M
FY21
Total Expenses

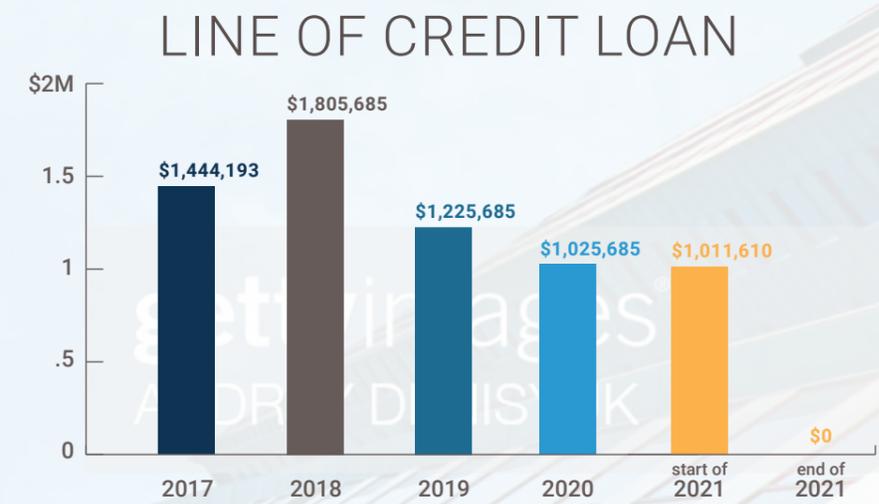
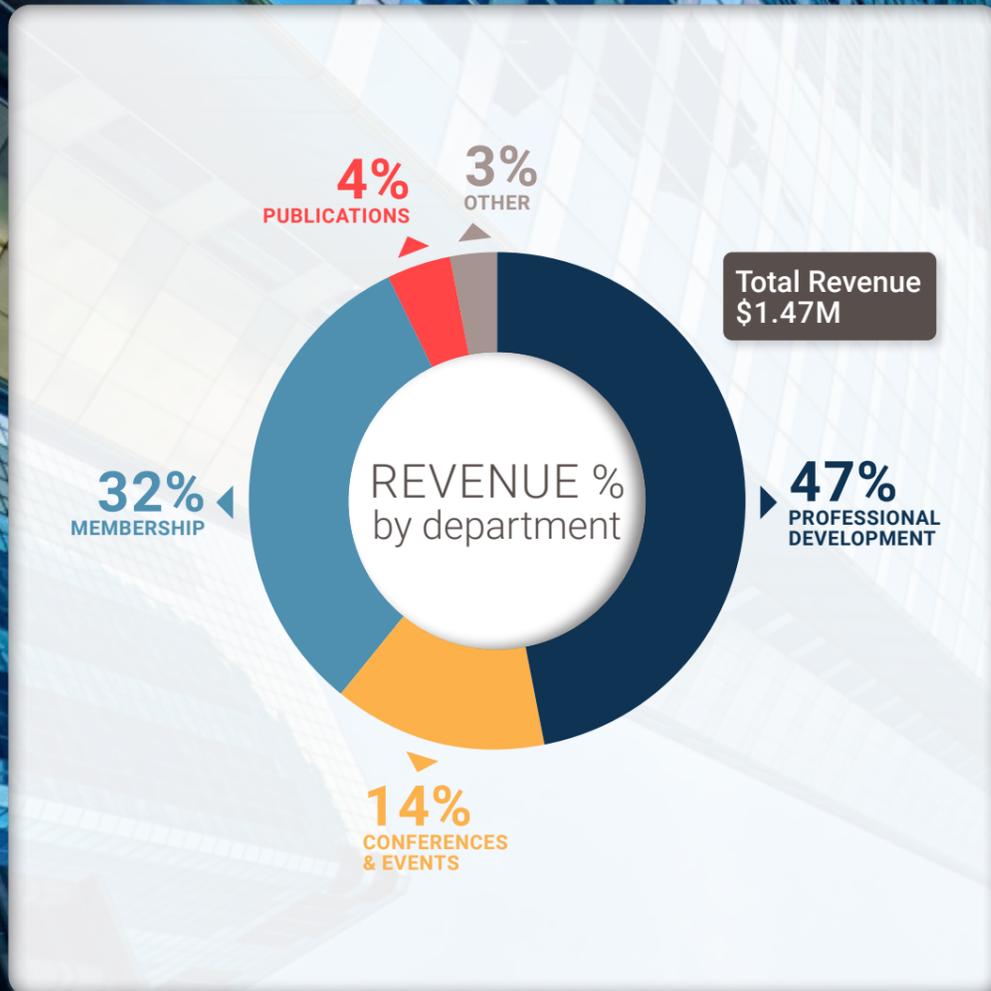
\$222K
FY21
Total Operating
Income



\$1.249M
FY21
Total Investment
Income

Net Income





JUNE 30, 2021

	IFMA USA	IFMA India	BETA	FM Research	IFMA China	Elimination	Consolidated
ASSETS							
Cash and cash equivalents	\$ 1,498,532	\$ 42,928	\$ -	\$ 100	\$ 228,462	\$ -	\$ 1,770,022
Accounts receivable – trade, net	360,966	16,509	-	-	71,285	-	448,760
Accounts receivable – related party	276,958	-	-	-	-	(276,958)	-
Prepaid expenses and other assets	580,530	28,062	-	-	470	(90,000)	519,062
Investments	5,517,875	-	-	-	-	-	5,517,875
Intangibles, net	324,224	-	-	-	-	-	324,224
Program development costs, net	1,730,424	-	-	-	-	-	1,730,424
Property and equipment, net	177,938	-	-	-	-	-	177,938
TOTAL ASSETS	\$ 10,467,447	\$ 87,499	\$ -	\$ 100	\$ 300,217	\$ (366,958)	\$ 10,488,305
LIABILITIES AND NET ASSETS							
Liabilities							
Accounts payable and other accrued expenses	\$ 975,782	\$ 7,385	\$ -	\$ -	\$ 17,960	\$ -	\$ 1,001,127
Accounts payable – related party	179,865	84,484	59,921	-	132,553	(276,958)	179,865
Deferred revenue	3,547,227	-	-	-	161,905	-	3,709,132
PPP loan	1,011,610	-	-	-	-	-	1,011,610
Total liabilities	5,714,484	91,869	59,921	-	312,418	(276,958)	5,901,734
Total net assets without donor restrictions	4,752,963	(4,370)	(59,921)	100	(12,201)	(90,000)	4,586,571
TOTAL LIABILITIES AND NET ASSETS	\$ 10,467,447	\$ 87,499	\$ -	\$ 100	\$ 300,217	\$ (366,958)	\$ 10,488,305

FOR THE FISCAL YEAR ENDED JUNE 30, 2021

	IFMA USA	IFMA India	BETA	FM Research	IFMA China	Elimination	Consolidated
Revenues							
Membership and components	\$ 3,626,832	\$ 581	\$ -	\$ -	\$ 24,138	\$ -	\$ 3,651,551
Professional development	5,358,058	-	-	-	114,354	-	5,472,412
Conferences	1,364,220	157,272	-	-	78,180	-	1,599,672
Publications	463,371	-	-	-	-	-	463,371
Other revenues	191,902	50,186	-	70,316	79,410	(50,000)	341,814
Total revenues	11,004,383	208,039	-	70,316	296,082	(50,000)	11,528,820
Expenses							
Salary and benefits	5,945,507	-	-	154,305	151,841	-	6,251,653
Bad debt	16,000	68	-	-	-	-	16,068
Component and committee	21,816	-	-	-	-	-	21,816
Depreciation and amortization	526,803	-	-	73,650	-	-	600,453
Event and sales	280,148	24,459	-	-	38,914	-	343,521
Executive and board	48,042	-	-	-	-	-	48,042
Financial fees and interest	253,150	(61)	-	-	407	-	253,496
Insurance	86,134	-	-	-	-	-	86,134
Marketing	213,102	(2)	-	-	-	-	213,100
Office and operating	1,122,066	131,326	6,816	16,910	(737)	(50,000)	1,226,381
Professional development	1,054,264	25,375	-	-	29,511	-	1,109,150
Professional fees	300,940	7,999	-	2,855	16,348	-	328,142
Rent	358,412	-	-	-	-	-	358,412
Technological	433,644	-	-	656	-	-	434,300
Travel	14,708	-	-	-	1,334	-	16,042
Total expenses	10,674,736	189,164	6,816	248,376	237,618	(50,000)	11,306,710
Changes in net assets from operations without donor restrictions	329,647	18,875	(6,816)	(178,060)	58,464	-	222,110
Other income (expense)							
Net investment income	1,269,715	-	-	-	-	-	1,269,715
Forgiveness of PPP loan	-	-	-	22,481	-	-	22,481
Gain/(loss) on dissolution of FM Research	(525,430)	-	-	525,430	-	-	-
Interest expense	(16,275)	-	-	-	-	-	(16,275)
Foreign income taxes	-	(9,241)	-	-	(17,315)	-	(26,556)
Total other income (expense)	728,010	(9,241)	-	547,911	(17,315)	-	1,249,365
Change in net assets without donor restrictions	1,057,657	9,634	(6,816)	369,851	41,149	-	1,471,475
Net assets, beginning of fiscal year	3,695,307	(14,025)	(53,105)	(369,751)	(143,330)	-	3,115,096
NET ASSETS, END OF FISCAL YEAR	\$ 4,752,964	\$ (4,391)	\$ (59,921)	\$ 100	\$ (102,181)	\$ -	\$ 4,586,571

IFMA provided FMs numerous free resources to help them manage their facilities throughout the pandemic and continued leading the conversation around evolving strategies.

CORONAVIRUS RESOURCE CENTER

WEBINARS

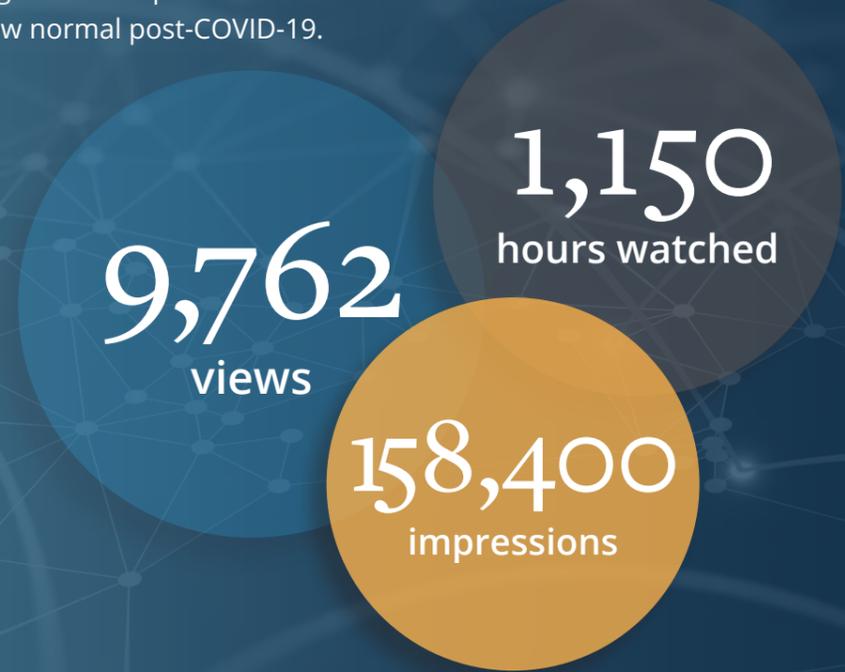
- ▶ COVID-19 Webinar series *The Experts' Assessment* series
- ▶ 15 Episodes Managing Facilities During and After COVID-19 | YouTube
- ▶ 19 Episodes IFMA Webinars | GoToStage.com



THE EXPERTS' ASSESSMENT

executive summary and report

IFMA's Experts' Assessment was a report and webinar series based on results of a survey conducted in July – August 2020 with 248 SMEs' participation. The report and webinars examined the long-term impacts of COVID-19 on the workplace as the digital transformation was accelerated by the onset of the pandemic through different lenses of key stakeholders in the built environment. Through seven webinars, experts from around the world provided their insights into how new ways of working will develop based on the choices that were made and how to adapt to the new normal post-COVID-19.



TOP EPISODES

Episode 2: How COVID Will Reshape Facilities in Demand & How to Best Prepare

Episode 4: Facilities in Demand — 2021 and the Return to the New Normal

BOTH PANELS CONSISTED OF:

Peter Ankerstjerne, MBA, COP, IFMA Fellow, Chair of IFMA Global Board of Directors, Chief Strategy Officer, Planon (moderator)

Jeffrey Saunders, CEO, Nordic Foresight

Kay Sargeant, ASID, IIDA, CID, LEED AP, MCR.w, WELL AP, Director of Workplace, HOK

Dr. Marie Puybaraud, PhD, Global Head of Research, JLL

Luis Viña, MBA, Alliance Director, CBRE GWS

IFMA credentials and training enable facility professionals from all backgrounds and experience levels to develop the skills and mastery needed for career advancement. IFMA continues to be the FM industry's go-to and best lifelong education partner.

PROFESSIONAL DEVELOPMENT

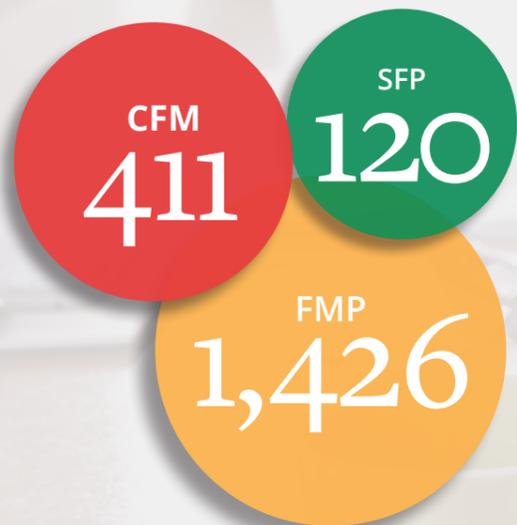
PD SALES FY21

PD sales in FY21 saw an increase of **10 percent** over FY20.

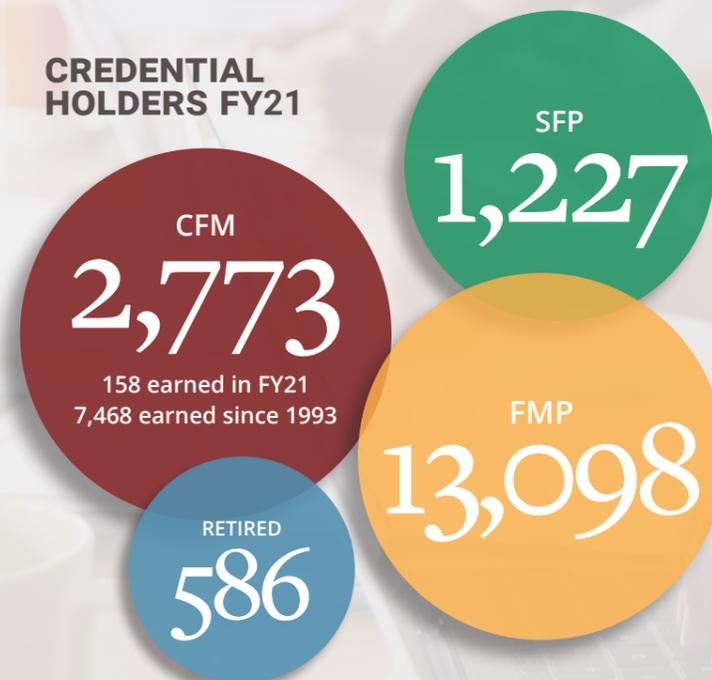
NEW PD WEB PRESENCE

In November 2020, IFMA Professional Development successfully launched an all-new learning management system (LMS) along with six new Professional Development (PD) webpages; following release the new webpages received 693,499 page views in the remaining balance of the fiscal year.

CREDENTIAL APPLICATIONS FY21



CREDENTIAL HOLDERS FY21



IFMA Credentials are currently held in **103 countries** around the world — with CFM-holders in **55 countries**.

IFMA published **7 new FM Core Competency Courses**. Previously, all competency training was contained within the FMP and the Facility Management Learning System, but now users can tailor their competency training to fill their unique knowledge gaps, upskill and thrive in the built environment.

The **Facility Management Professional™ (FMP®) credential and the Essentials of Facility Management series** are **now available in Simplified Chinese** at **fm.training**. The translations expand the language options for professionals around the world who wish to deepen their facilities knowledge and earn career-boosting credentials.

FMA transitioned to a **new Credentials Application/Maintenance Program (CAMP) platform** that provides a better user experience and directly populates application information from IFMA's CRM in one place, providing a more cohesive account management experience for users.

NEW for individuals interested in learning more about IFMA's training programs:

Helpful Guides

- FMP Study Guide
- CFM Exam Prep Guide
- Recertification Guide

Sales Support

- Education Training Affiliate Brand Guide
- Sales Prospectus

Revamped the (former) "Train the Trainer" process to be a faster, online qualification and certification process for candidates who want to be IFMA-qualified instructors.

295
hours of content
provided

16,004
session
views

95
exhibitors
& sponsors

8,615
exhibitor
views

IFMA conferences and events provide FM professionals the opportunity to gain valuable knowledge in the built environment, share best practices, discover cutting-edge technologies and innovative facility solutions, and participate in the largest networking events with the IFMA community.

IFMA CONFERENCES & EVENTS

10%
increase in
international
audience

3,143
virtual
participants

Highlights

- ▶ Successfully pivoted from in-person events to virtual conferences and expos.
- ▶ Despite circumstances with the pandemic and inability to host in-person events, IFMA remained committed to providing workplace professionals a platform to continue advancing their career, discuss important topics affecting the industry and connect with FMs across the globe.
- ▶ Virtual participation expanded the opportunity for FMs to join conveniently from the comfort of their homes, increasing the global audience by 10%.

List of Events

- Advocacy Day**
Sept. 16, 2020
- IFMA Global India**
Nov. 26-27, 2020
- World Workplace**
Dec. 9-10, 2020
- World Workplace Europe**
March 17-19, 2021
- Facility Fusion**
April 20-21, 2021
- IFMA Global Canada**
June 16-17, 2021

Global Audience

Top Cities/Countries Participating

- ▶ Australia
- ▶ Belgium
- ▶ Canada
- ▶ Denmark
- ▶ Germany
- ▶ Hong Kong
- ▶ India
- ▶ Japan
- ▶ Mexico
- ▶ Netherlands
- ▶ Nigeria
- ▶ Singapore
- ▶ Spain
- ▶ Trinidad and Tobago
- ▶ United Kingdom
- ▶ United States

Top Trending Session Topics

- ▶ The future of FM
- ▶ Hybrid workplace
- ▶ Remote working
- ▶ Reimagining FM
- ▶ Redefining workplace
- ▶ COVID-19 lessons learned
- ▶ Leadership
- ▶ Sustainability
- ▶ Diversity

IFMA membership enables, empowers and equips FMs to solve challenges today and in the future. Membership benefits support all FMs as they propel their careers forward, keep pace with a changing industry and bring added value to their organizations.

MEMBERSHIP

IFMA COMPONENT GROUPS

- Region | 139 IFMA Chapters
- Industry | 16 IFMA Councils
- Areas of Interest | 6 IFMA Communities
- New Chapter formed in FY21:
Seneca Student Chapter (Canada) (July 2020)



Awards of Excellence Winners

- | | |
|--|---|
| Facility Management Innovation Award
Sodexo Corporate Services | Sheila Sheridan Award for Sustainable Facility Operations and Maintenance
Green Team
United State Army, Hale Koa Hotel |
| Associate Member Award
Anthony Kosciielecki | Chapter of the Year Award
Denver Chapter of IFMA |
| Distinguished Member Award
Darin Rose CFM, SFP, GGP, CRFP | Distinguished Author Award: Social Media
Sonya Verny, MCR |
| Distinguished Author Award: Book
Dr. Steven B. Goldman; M I T | Student Chapter of the Year Award
Brigham Young University Student Chapter of IFMA |
| Distinguished Educator Member Award
Audrey L. Schultz, Ph.D. | Chapter Web Communication Award
Charlotte Chapter of IFMA |
| Distinguished Author Award: Research Paper
Peter S. Kimmel, IFMA Fellow | Emerging Professional
Elizabeth Vasek |
| Chapter Award for Excellence in Professional Development
IFMA Toronto & South Central Ontario Chapter | |
| George Graves Award for Facility Management Achievement
Eurest Services Communications Team
Compass Group | |

40 Under 40 Campaign

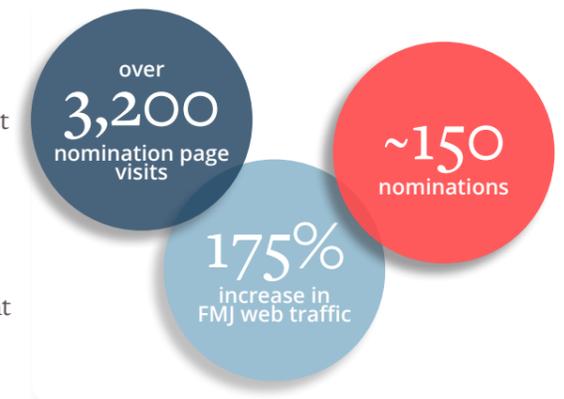
As part of IFMA's 40th anniversary celebration, the organization sought out the best and brightest young FM professionals for its first-ever Forty Under 40 list. IFMA Fellows had the difficult task of culling the list of nearly 150 nominations from all over the world. This exceptional group of 40 young men and women and their fellow nominees are the future of the profession. FM will be in good hands.

RECIPIENT WORDS OF WISDOM

- "FM is one of the world's best kept secrets."
- GISELLE HOLDER, CFM, PORT OF SPAIN, TRINIDAD AND TOBAGO
- "FM has given me the confidence to seek my best self and show me how teamwork is a key part of FM and customer service/satisfaction."
- STEPHEN LYNCH, DUBLIN, IRELAND
- "We get to influence the lives of so many people who interact within the built environment we manage."
- DEREK BACIGAL, CHFE, HONOLULU, HAWAII, USA

2020 Class of IFMA Fellows

- Diane Coles Levine**, MCR, IFMA Fellow
- Geoff Williams**, CFM, FMP, SFP, IFMA Fellow
- Kenneth Foo Yew Hoong**, BEng(Hons), GDipM, IFMA Fellow
- Valerian Moraes**, CFM, MBA, Assoc. RICS, IFMA Fellow



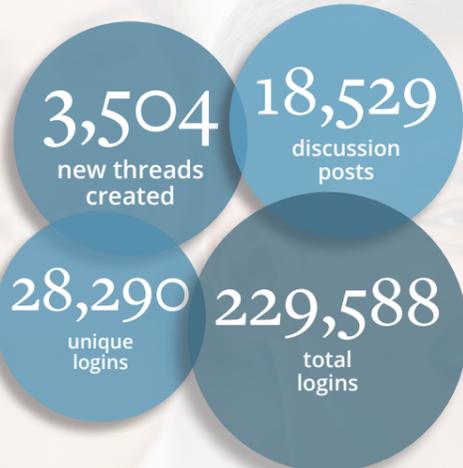
IFMA FY21 Highlights

IFMA FY21 Highlights

ONLINE COMMUNITY: ENGAGE

Since 2017 Launch

FY21



Top Discussion Posts

- 106 replies** COVID Prevention — Bipolar Ionization
 - 35 replies** CMMS program for a small building
 - 54 replies** Ask Us Anything — November Benefit of the Month
 - 27 replies** Air purifiers for office spaces
 - 27 replies** Retiring Legacy Facility Staff
- Initiative by IFMA Membership to connect with individual members. Hosts were online in the Engage platform all day to answer questions surrounding the topic *How to Think Strategically and Lead with Confidence*.

Top Library Resource

- 374 downloads** Facility Condition Assessment
- 216 downloads** Excel Decision Matrix
- 214 downloads** Polycarbonate Protective Shields for all business types

BETWEEN JULY 2020 AND JUNE 2021:

Established on Oct. 9, 1980, **IFMA celebrated its 40-year anniversary in 2020.**

2020 saw a **historic 20 percent increase in SFP credential holders**, the highest increase ever. How FMs will adapt to a new normal post-pandemic was discussed by 248+ globally recognized subject matter experts from July through August 2020, resulting in **“The Experts’ Assessment: The Workplace Post-COVID-19” report, providing insight into how new ways of working will develop when societies return to the workplace.**

The Experts’ Webinar Series was launched in September 2020.

In view of ongoing COVID-19 precautions and restricted travel, **IFMA’s Advocacy Day 2020 was presented as a live virtual event on Sept. 16, welcoming more than 200 registrants, five members of U.S. Congress, and the Director of Energy and Sustainability Programs for the Architect of the Capitol.**

Geared toward those displaced from their jobs, a **new Job Connections group was launched on Engage in 2020**, open to members and nonmembers.

Members unable to renew their membership due to COVID-19 challenges were offered quarterly or biannual membership dues payments; extension of grace period from 60 to 90 days; and out-of-work members eligible to receive the retired base membership rate of US\$100.

Held in November in conjunction with Facilities Show India, **IFMA Global India 2020 was a virtual event.**

Integrate, the **signature annual event of IFMA’s Hong Kong Chapter, was held virtually in November 2020**, featuring prominent speakers such as IFMA Fellow Bill Conley and Past IFMA Chair Graham Tier.

In December 2020, **IFMA and the Dansk Facilities Management network (DFM) agreed to a formal partnership**, combining their strengths to expand the global network of FM professionals and support FM interests in Denmark and within the EU.

First-ever **World Workplace Virtual Experience was held live Dec. 9-10, 2020.**

In **December 2020, IFMA presented its first Forty Under 40 finalists.**

IFMA’s entire professional **staff was awarded the 2020 chair citation.**

Organized by IFMA and FMN, **World Workplace Europe 2021** offered attendees the convenience of online and on-demand learning in March.

In early 2021, IFMA began rolling out **new eLearning courses covering each FM core competency**, allowing FMs to fill knowledge gaps and build confidence in specific areas.

In February 2021, driven by IFMA’s Certification Commission and with approval from the American National Standards Institute (ANSI), the **Certified Facility Manager® exam was offered virtually, giving CFM candidates the option to take a live remote proctored exam.**

IFMA’s **Credential Application and Maintenance Program (CAMP)** underwent major updates in March 2021, moving into a **new and improved platform.**

In April 2021, **IFMA announced new vision and mission statements**, introduced a refreshed logo and unveiled a redesigned website.

As part of IFMA’s ongoing efforts to provide FM perspective on public policy, **co-founder of IFMA’s Workplace Evolutionaries (WE) Kay Sargent testified on behalf of IFMA in May 2021 before the House Transportation and Infrastructure Committee’s Subcommittee on Economic Development, Public Buildings and Emergency Management in a hearing entitled “Federal Real Estate Post-COVID, A View from the Private Sector, Part 1.”**

IFMA FY21 Highlights

REBRAND + REDESIGN

IFMA introduced a refreshed logo and launched a redesigned website. Committed to providing an exceptional user experience to everyone we touch — including current and future members, partners and sponsors, component groups, policymakers, students and related workplace professionals — IFMA.org was carefully developed to ensure optimal legibility and navigation, serving as the go-to resource for all built environment professionals. Both the website and logo better project the image of who we truly are to the world: a global leader that is innovative, collaborative and cutting-edge.

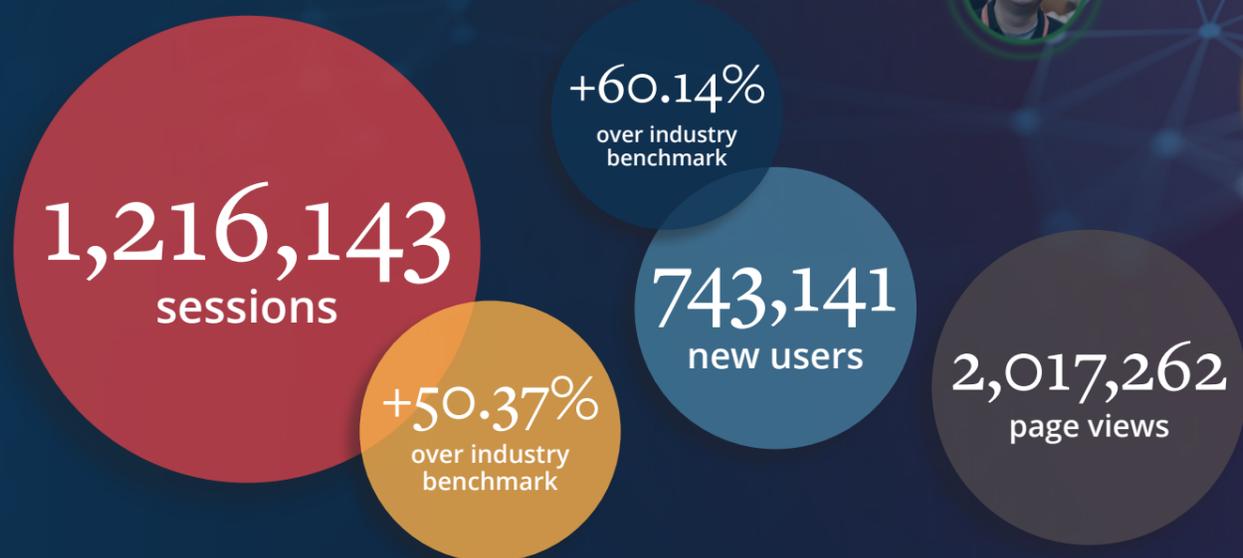
MARCOM

IFMA brand and style comprehensive refresh

IFMA.org website redesign

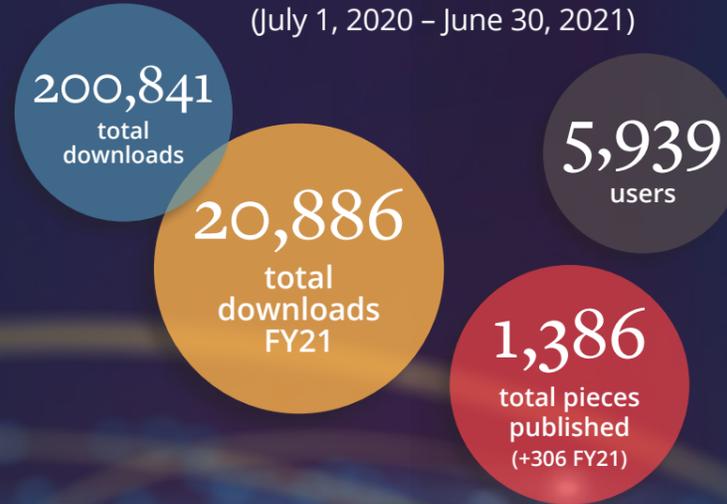
Echo brand hub with updated assets

Site Traffic (July 1, 2020 – June 30, 2021)



KNOWLEDGE LIBRARY

(July 1, 2020 – June 30, 2021)



Top 10 Titles

1. Redefining the Executive View of Facility Management (FM)
2. IFMA Strategic Framework — COVID-19
3. Project Plan Template for Re-entry to Facilities after COVID-19
4. Is There a Standard in Rooftop Fall Protection?
5. An Inside Look at FM Outsourcing Research Report 27
6. Fire Alarm and Safety - Scope of Work
7. Facility Management History and Evolution
8. Adapting to Climate Change for FM Professionals
9. Sustainability How-To Guide: Global Green Cleaning
10. Sustainability How-to Guide: Carbon Footprint



MEDIA

FMJ Magazine

The Wire news brief

LinkedIn | YouTube | Instagram

Facebook | Twitter

Bambu amplification platform

IFMA YouTube channel



IFMA's Corporate Sustaining Partners

IFMA CSPs amplify the importance of FM to our workplaces and workspaces by bringing thought-leadership and innovation the global built environment.

These industry-leading organizations make a substantial investment in the facility management community, contributing more than \$628,000 annually to the association. These organizations stepped up when the working world went digital with the onset of the pandemic. It's their trailblazing contributions to our cumulative knowledge and growth of the FM profession that makes these partnerships truly priceless.

CORPORATE SUSTAINING PARTNERS

In addition to their financial investments, CSPs contributed countless hours to the association and FM professionals by:

FACILITATING
World Workplace 2020 roundtable discussions



CONTRIBUTING
valuable content



NOTE: \$628K in FY21. \$554K in FY20.

CONTRIBUTING
to IFMA's Bambu, our new advocacy platform

- ▶ 27 CSP Influencers now sharing IFMA's social media stories
- ▶ Content contributors who help educate, inform and advance FM through their individual social media profiles

PARTICIPATING
in IFMA webinars



Wednesday Webinar Livestream Series
Multiple collaborative webinars

Platinum

- Office Depot
- OTIS Elevator
- Schneider Electric
- SoftBank Robotics

Gold

- C&W Services
- Energi Pros
- IBM
- Kimberly-Clark Professional
- Planon

Silver

- ABM
- Al-Hajry Overseas LTD
- Amentum (AECOM)
- Aramark
- ARC Technology Solutions
- Armstrong Ceilings
- Biamp Systems
- Cartegraph
- City Facilities Maintenance
- Cloudbooking
- Coastwide Professional
- Connectrac
- CORT Business Services
- Davies Office Inc.
- EDF Renewables
- EMCOR Facilities Services
- Excel Dryer Inc.
- FM:Systems
- FreeAxez
- Honeywell BMS
- IAdea
- iOFFICE
- ISS World Services
- Kastle Systems
- LogiSon Acoustic Network
- Mohawk Group
- New Pig Corporation
- OpenSensors
- Pivot Energy
- R-Zero
- Republic Services
- SCLogic
- Sodexo
- SpacelQ
- Spacewell
- Staples Business Advantage
- Steelcase
- Tangram Interiors
- Tarkett
- Tork, an Essity Brand
- United Facilities Management
- Vari
- Waste Harmonics
- Wisp by Gensler

Bronze

- 12277115 Canada Ltd.
- Al Shirawi Facilities Management
- Ambius
- Astec Re-Ply Roofing
- BARQ GROUP
- BELFOR USA Group
- BGIS
- Canadian Base Operators
- Capitol Technology University
- COIT Services
- Comcast Business
- Controlled Environments
- CORPORATE CARE
- EMCO Qatar
- EMS Qatar W.L.L.
- Facility Engineering Associates PC
- FBG Services
- Forbo Flooring
- Geospatial Analytics Inc.
- HID Global Corp
- J Reynolds Co
- Jacobs
- Kimball International
- Lencore Acoustics
- Linc Facility Services
- Doha Qatar
- Manhattan ONE
- MasterCorp
- milliCare
- Qillaq Innovations
- QNB
- REDLEE/SCS Inc
- Renaissance Services SAOG
- Rentokil Steritech
- Rheem Manufacturing
- Securitas Security Services USA
- ServiceMaster Clean
- SRACO
- Sunline Office LLC
- Trimble
- Unika Vaev
- Versteel
- Zurn Industries LLC

● 5+ years ● 10+ years ● 15+ years ● 20+ years

Focused on providing the best possible research and benchmarking products to a broad spectrum of markets.

RESEARCH & BENCHMARKING

RESOURCE ADVANTAGE PLATFORM (RAP)

Launched in late 2020, RAP allows users to customize reports and get accurate data designed specifically for their facility needs. This powerful tool assists in the design of custom benchmarking reports comparing maintenance, sustainability, janitorial or utilities costs based on choice of region, facility use, facility size and facility age data. RAP is currently offering three different products: Basic and Advance reports, and a PowerUser® subscription.

RBI Webinars for 2021

34
total
webinars

Completed Projects for FY21:

- ▶ Space Planning Benchmark Report 2020
- ▶ North America Operations and Maintenance Healthcare 2020
- ▶ Operations and Maintenance Index Report 2020
- ▶ IFMA Membership Benefit Survey 2020

Projects In-Progress:

- ▶ Operations & Maintenance Reports by region
 - Asia
 - Europe
 - North America
 - Middle East
 - Africa
- ▶ Global FM Salary
- ▶ Global FM Trends
- ▶ FM Succession Planning

Planned Benchmarking Reports

- ▶ North America — O&M Benchmarking
- ▶ Middle East — O&M Benchmarking
- ▶ Africa — O&M Benchmarking
- ▶ South America — O&M Benchmarking (tentative)
- ▶ Caribbean — O&M Benchmarking (tentative)
- ▶ Global — O&M Benchmarking (complete collection of all regions)

Planned Research Reports

- ▶ Global FM Salary
 - FM Pay and Compensation Report 1: Salaries, Benefits and Trends for Facility Managers
 - FM Pay and Compensation Report 2: Global Trends in the FM Workforce
- ▶ Global FM Trends
- ▶ FM Succession Planning (multi-year initiative)
- ▶ Global FM Technology
- ▶ Global FM Outsourcing
- ▶ Reentry to Facilities After COVID-19 — A Facility Management Quagmire — Lessons Learned: How Do FMs Lead by Example (2022)
- ▶ Building Design, Construction and Life Cycles Road Map (2022)



EVENTS

**IgniteFM!
Student
Challenge**
NOV. 2020

**JLL
Career Fair**
JAN. 2021

**Virtual
Auction**
APR. 2021

**Virtual Silent
Auction**
NOV. 2020

**Foundation
Scholarship
Award
Presentation**
DEC. 2020

**FM Technology
Career Webinar**
MAY 2021

Supporting facility management in higher education, students studying facility management and related fields, research critical to the profession, and increasing awareness of facility management and making FM a career of choice.

IFMA FOUNDATION

HIGHLIGHTS

- ▶ **IFMA Foundation Celebrates the Re-Accreditation of Four Facility Management Degree Programs:**
Breda University of Applied Sciences, Bachelor of Science in Facility Management; Brigham Young University, Bachelor of Science in Facility and Property Management; Conestoga College, Bachelor of Applied Technology Property and Facility Management; and Ferris State University, Bachelor of Science in Facility Management
- ▶ **Support of JLL for Global Workforce Initiative**
The IFMA Foundation announced a major development in its Global Workforce Initiative to fill a growing talent gap in facility management. JLL, a leading professional services firm that specializes in real estate and investment management, pledged its support of the initiative. JLL will contribute funding to the initiative with the goal of attracting diverse talent to careers in FM and supporting their long-term growth through training opportunities.
- ▶ **Eric Teicholz Sustainability Facility Professional® (SFP®) Scholarship Awardees**
The IFMA Foundation announced the recipients of the 2020 Eric Teicholz Sustainability Facility Professional® (SFP®) Scholarship Program. Awardees include: Ishah Ahumada, Senior Facilities Coordinator, Kipp So Cal Public Schools, Los Angeles, California, USA; Michael Mafa, Facility Management Consultant, Dikago Facilities Solutions, Gaborone, Botswana; and DeMarcus Means, Florida A&M University Environmental Health & Safety Department Facilities, Construction, Planning and Safety Intern, Tallahassee, Florida, USA.
- ▶ **Facility Management Career Ambassador Kit and Speaker's Program**
Understanding the best way for anyone to learn about the field of facility management (FM) is to hear about it from someone in the profession, the Foundation developed the FM Career Ambassador Kit and Speaker's Program in partnership with Sodexo and ImageMedia. FM Career Ambassadors are FM professionals willing to make classroom or career fair presentations (due to COVID-19, these will be virtual) to schools and community organizations about the field, potential careers, and the variety of pathways and opportunities in this lucrative and exciting profession.
- ▶ **Work on the Move 3: Building Better Workplaces After the Pandemic**
In response to radical behavioral shifts toward working, learning and connecting presented by the COVID-19 pandemic, the IFMA Foundation released "Work on the Move 3: Building Better Workplaces After the Pandemic." The latest volume in a series of groundbreaking books that focus on the evolving world of work, workplace strategy, and the intersection of people, technology and space, "Work on the Move 3" (WOTM3) explores the expanding role of facility management (FM), and the leadership challenges and opportunities associated with delivering effective workplaces post-pandemic.
- ▶ **Published "Applying What Scientists Know about WHERE and HOW People Work Best" by Dr. Sally Augustin**
The IFMA Foundation announced the release of a definitive and straightforward workplace strategy guide, "Applying What Scientists Know About WHERE and HOW People Work Best," by Dr. Sally Augustin. Commissioned by the foundation to address a topic that has gained increased attention during the COVID-19 pandemic, this comprehensive repository of research organizes the body of empirical study conducted in the social and physical sciences applicable to workplace design. Typically written in complex technical language and archived in obscure journals, many workplace design studies are inaccessible to the professionals who would most benefit from them. In contrast, Dr. Augustin's presents an easy-to-follow compendium of research and design recommendations in layman's terms, preparing workplace professionals to make more informed decisions, creating a competitive advantage for their organizations.

GOVERNMENT AFFAIRS

In the year that continued to see profound impacts on the built environment as a result of the COVID pandemic, governments around the globe sought to respond with additional resources and regulation. Against this backdrop, decision makers and stakeholder groups continued to press forward with achievement of long-term policy goals including energy efficiency, infrastructure investment, workforce development, and workplace health and safety. As the world's most widely recognized professional association for FMs, IFMA was well positioned to provide information and subject matter expertise to create informed public policy in these areas and continued to create value and recognition for our membership through:

IFMA GA ACTIVITY IN 2021

- 1 **Hosting First Virtual Advocacy Program** with highest level of member engagement to date.
- 2 **Working with newly elected decision makers and relevant stakeholder groups** to underscore the importance of FM in achieving broad based policy goals like energy efficiency, workforce development and economic growth.
- 3 **Supporting eligibility of 501(c)6 organizations** for COVID relief money including Paycheck Protection Program.



4

Providing Testimony to the U.S. House of Representatives Committee on Transportation and Infrastructure on the Future of Public Sector Real Estate Post-COVID.

5

Drafting Comprehensive Position Paper on European Green Deal.

6

Working with the U.S. Department of State to have IFMA's Credential Programs recognized as necessary for senior level positions across the globe.

7

Having IFMA appointed to the board of the increasingly influential Building Action Network focused on raising awareness on the role and impact of the built environment.

8

Focusing on efforts of IFMA Chapters around the globe to establish Chapter Government Affairs Committees and Programs and engage with local elected officials.

EXECUTIVE COMMITTEE



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MBA, COP, IFMA Fellow
 Global FM and Experience Services Lead
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 Copenhagen, Denmark



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Kim Springer, Events Specialist
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Crystal Herrera, Credentials Coordinator
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Gayle Head, Account Manager,
Professional Development
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