



# Global Facility Management Association

## 'Using One Voice'

### ANNUAL REPORT MARCH 2008

#### The Seed has been Sown



“... elevate up the National issues that are worthy of International focus and cascade down the International knowledge that exists to share at National level for mutual benefit.”

The seed that was the beginning of Global FM was indeed sown several years ago and came to fruition on July 2006 when it was granted its Royal Decree by the King of Belgium.

From those early days of discussion that took place alongside a number of Facilities Management conferences in the Australia, UK and USA it was determined that the formation of such an organisation offered the potential to not only raise the profile of facilities management as a strategic profession but to do so in a manner that would embrace the world-wide community of facilities managers and organisations alike.

The intent from the beginning was to embrace the wider community, wherever it emerges, and to 'add value' to



The Team working on the formation of Global FM October 2005

what we are all trying to do in terms of developing the profession and the real value that it offers to the organisations that we serve.

We determined to do so through the sharing of knowledge and the development of education and awareness throughout not just the facilities management communities but the wider world of business and commerce. Whilst it is early days in achieving the goals that we have set

ourselves we are convinced that such an endeavor is not just worthwhile but critical to our future and that of the environment in which we operate.

This being particularly relevant where our

environment is under increasing pressure at micro and macro levels in an ever increasing Global economy.

So, whilst the Oak Tree has yet to mature, the seed is sown and the roots are firmly established!



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#### Signing of the Statutes of Global FM

Stan Mitchell, Chairman designate signing the statutes of the Global Facility Management Association in Brussels, Belgium 17 May 2006.



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## Introduction

As the saying goes, 'from little acorns great oak trees grow!' That is indeed the intent behind the emergence of the Global Facility Management Association (Global FM).

Global FM today is but an acorn. Its roots are now well established and represent a solid foundation for growth in the future. With good care, attention and encouragement there is no doubt that it will grow and flourish to become the worldwide catalyst that it was always intended to be and in doing so will deliver much to the profession and discipline of facilities management.

Having said that perhaps this occasion of the first ever Global FM Annual Report is an appropriate opportunity to put some of the purpose and intent of Global FM in context:

The seed of Global FM as it is today emerged from work that was undertaken between sev-

eral of the long established facilities management associations who through an agreement mechanism came together to share information and knowledge for their mutual advantage. Through the success of this relationship there developed a desire to look to the long term future of our profession and to establish a mutually beneficial organisation that could become a forum at an international level and encourage the profession to develop.

Global FM was born July 2006 as a 'not for profit' International Organisation based in Brussels Belgium. As a single, united entity promoting facilities management, Global FM is a conduit for furthering the knowledge and understanding of facilities management, sharing of best practice and resulting in added value to each member organisation. Its three key objectives are described:

**1. To encourage greater collaboration between FM communities**

**2. To utilise the diverse cultures and strengths of each member organisation to enhance the skills and knowledge of their members**

To support countries that wish to form a Facilities Management national association where one is not yet established

The mission of Global FM is stated as follows:

*"To promote knowledge, standards, and education in the FM profession. Using one voice, collaborate on the development and means to share the practices and recognition of FM."*

The approach in achieving all of the above is to elevate up the National issues that are worthy of International focus and cascade down the International knowledge that exists to share at National level for mutual benefit. The potential, where this is achieved, is considerable.

## Progress to Date

As we write this first report much has been achieved but much more needs to be done.

From the initial founding associations of the Association des Directeurs et Responsables de Services Généraux (ARSEG), British Institute of Facilities Management (BIFM), Facilities Management Association of Australia (FMAA) and the International Facility Managers Association (IFMA) we have added representation from Hungary (HFMS), Brazil (ABRAFAG) and South Africa (SAFMA). We have recently welcomed Associate Members; The Association of Facilities Engineers from USA and FM Arena from Switzerland. Discussions are currently underway with other organisations and member centric associations in Europe, Asia and the Middle East. There are however many others, as existing national associations; as fledgling associations or groups of individuals who have a desire to establish such bodies; as organisations who touch facilities management as a business activity; or those who contribute to it through related disciplines or interests. The Global FM membership model has been developed to encourage all to join with us in order to promote the profession and indeed the sector in general and to develop and integrate as a community to our mutual benefit.

## Thanks

It would be remiss of me to not mention the considerable support received from the initial founding members who took the time and effort to prepare the ground to ensure that the acorn that was planted had an opportunity to grow and flourish in a robust and sustainable way. Considerable time was spent establishing that ground to deliver a governance structure that was transparent and inclusive irrespective of organisation size or geographical location. To the respective leadership of BIFM, IFMA and FMA Australia, as Chairman I would record my thanks for your faith, effort and support in this initiative. I have no doubt that your foresight in terms of potential value that Global FM will deliver to your respective members will be realised as we progress.

In finishing this first introduction to the first Global FM

Annual Report I would like to say some personal thanks to a few individuals who I feel should get due recognition for the part that they have played in the emergence of Global FM. Initiatives such as Global FM do not just happen; they are the result of individuals who show leadership, enthusiasm and drive. In the case of Global FM there are many who participated in making it happen and my sincere thanks to each and every one of them and in particular those who are listed as Directors during this initial term. But I am aware that there are several individuals without who's help and support it would not have happened so I would like to take this opportunity to acknowledge the particular commitment shown and support received from Sheila Sheridan, Steve Gladwin, David Brady, Ian Fielder and Linda Beverly in 'making it happen'.



**Stan Mitchell**  
**Chairman Global FM**

I hope that you find this report of interest and informative regarding what Global FM offers as a platform for the future of the Facilities Management profession. The acorn is in the ground and has started growing, it will need nurturing but the conditions and timing is right for it to flourish. This profession of ours has much to offer but we will only succeed if we collaborate, share the knowledge and awareness that we are developing as a worldwide community and communicate all that we know 'using one voice'.

## Board Members since our Inception

The Global FM Board has been structured to ensure that true Global representation is achieved with a seat on the Board being available for 8 Regional Directors plus a Chairman.

For the period since incorporation in 2006 and leading up to the AGM in March 2008 the following have been members of the Board of Global FM:

**Stan Mitchell** – Chairman

**Matt Dawson** – Deputy Chairman, Director Americas

**Ian Fielder** – Treasurer, CEO British Institute Facilities Management (BIFM)

**Steve Gladwin** – Director Asia & Oceania

**Fred Child** – Director Europe

**Jean Marc Robic** (part) – Director Europe

**Pascale M Lagarde** (part) – Director Europe

**David Brady** – CEO & president International Facility Management Association (IFMA)

**Karen Hill** (part) – CEO Facility Management Association of Australia (FMAA)

**David Duncan** (part) – CEO Facility Management Association of Australia (FMAA)

**Lionel Cottin** – CEO Association des Directeurs et Responsables de Services Généraux (ARSEG)

**Maria Teresa Scardigli** – Secretary, Kellen Europe



Global FM Board Members October 2006

## GLOBAL FM INITIATIVES

### International Workshops

Global FM has to date hosted 4 International Workshops around the world to assist in our understanding of what the common issues are amongst those that practice and are associated with the facilities management profession and practice. We have done so in a holistic manner welcoming representatives from a geographic, industry and commerce, professional, academic and practitioner perspective. From an initial listing of over 20 topics that have been tabled and validated through this

process Global FM has identified the top 6 'hot topics' that appear to be recognised and shared by the facilities management community at large. These have in turn been considered in the context of what Global FM might initiate through its membership as follows: Each of these topics will be addressed and developed from these initial thoughts through specific projects which will aim to bring together the work that is being done via its member associations and

other related organisation for collective consumption and development on a global basis. The outputs then achieved will be disseminated through our Member Associations and Affiliates to the wider community of practitioners. In 2008 there are four such International Workshops planned in UK, Australia, France and USA. We would anticipate such workshops to develop into other countries in due course where we can gather the rich seam of knowledge and perspectives that exist.

**Representation** Global FM has been active in promoting facilities management and its virtues across the world. Since our formation we have promoted facilities management across every continent in the world except Antarctica, we haven't as yet received any interest! In Africa, Asia, Australia, Europe, North America and South America we have encouraged a better understanding of facilities management and been greatly encouraged at the knowledge that is developing locally and can contribute to a better understanding and development of the profession as a whole.

### New Associations

We have lent our support to a number of initiatives to establish new national facilities management associations and will continue to do so through our 'mentoring' programme encouraging the emergence of many new associations.



Attendees at International Workshop Oxford 2007

### Cross Border Network

We have facilitated a cross border network and exchange of contacts where individual members of any particular association can benefit from linkages with their peer group in other countries. This has already led to the development of unofficial linkages being made which, should there be a desire to do so, could in the future lead to a more formal approach to connecting peer groups across many of the special interest groups that exist within individual member associations.

### Hot Topics



- 1. Sustainability** - sustainable communities, business case (model) for sustainability, lifecycle sustainability
- 2. Innovation** - encourage Facilities Management action from continuous improvement, step change or strategic change of direction
- 3. Education and Training** - compare and contrast current member Facilities Management qualifications; develop an International set of core competencies
- 4. Risk Management** - develop International glossary of Facilities Management terms and best practice guidelines
- 5. Facilities Management now and in the future** - coordinate a greater understanding and access to developments across the world
- 6. Economy and Cultures Across Borders** - understand and develop tactics to address the issues and effects of the application of Global standards within diverse cultural environments; consider and contrast both in-house and globally and/ or regionally outsourced service provision



## Inclusive Approach and Call for Participation

The membership structure of Global FM recognises that whilst our core function is to provide a platform for the development and sharing of knowledge for those involved in the practice of facilities management there are many varied organisations and groups who touch the activity perhaps from a distance or through their business activities. Many such organisations have a rich seam of knowledge themselves which offer potential value to the profession. In other instances such organisations merely would wish to contribute to the aims and objectives of Global FM given that our purpose and intent is independent of any commercial interest and only focussed upon the sharing of information and knowledge for the greater good.

In addition to or full member category, who are member centric facilities management associations, our Affiliate Member category which embraces all other stakeholder groups through three sub categories of membership namely:

**Sustaining Membership** — for organisations who wish to participate and support the development of Global FM and facilities management in a global context. It is through the support of our Sustaining Members that we will be able to undertake the development work on our 'hot topics' as well as many other initiatives that we have already identified but need the support and resources to enable us to undertake specific projects.

**Associate Membership** — for those organisations who operate in areas that relate to the practice of facilities

management. Such organisations may be part of the education and research community; may be other professional bodies who are inextricably linked with the facilities management profession and have a genuine interest in its development or may be an organisation who wishes to engage and influence in the development of our Full Member collective activities in order to enhance their awareness and specific area of interest.

**Corresponding Membership** — for those groups of individuals who have a desire to create or develop a national member centric facilities management association. All of the Facilities Management Associations that exist today were started by such groups of individuals. Global FM firmly believes that its own future and that of the profession itself requires the emergence of such new Associations in order to develop and enhance a consistency of approach and understanding of what it is that we do and how we do it to bring real value to Global Industry and Commerce. Global FM will therefore assist such emerging Associations in order to provide them with a 'starter pack' regarding the development and operation of a 'not for profit' Association. Our objective in doing so is to then elevate over time for such fledgling Associations to grow into full membership.

**Participation** — Global FM would welcome any interest from any of the types of organisations or groups identified above in terms of your participation in what we are doing for the Facilities Management community at large.

## Check out our web site

[www.globalfm.org](http://www.globalfm.org)

## Finance Structure

The finance structure of the Global Facility Management Association has been developed deliberately to encourage participation by all facilities management associations large or small, well established or new, wherever they are in the world.

The membership fees for full member associations is based upon a formula which encompasses size of membership, the GDP per capita of that particular country and the budget for the running of Global FM.

This approach therefore ensures that those that can more easily afford will pay more pro rata than those countries that cannot whether that be due to the size of their membership or simply the economy in which they operate. Whilst these factors can influence the ability to pay and participate Global FM recognises that the real value is derived through full worldwide participation and the sharing of knowledge which is available in equal proportions whatever the country and state of the economy.

Our finance model therefore is inclusive and enables all those who have a genuine desire to further the facilities management profession to participate.

It was also decided that such fees will only contribute to the operation of Global FM and not the specific projects or initiatives that we may wish to initiate. This is aimed at encouraging the widest possible stakeholder engagement and will therefore result in membership fees reducing per capita as the membership numbers increase.

Our other membership categories make various contributions appropriate to their scale of membership and type of organisation, again modelled on the basis to be as inclusive as possible and to reach out and encourage the whole facilities management community in its broadest sense to fully participate and join the facilities management worldwide community.



Global FM Directors Workshop Dallas 2005