IFMA™

Annual Review 2023

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IFMA™

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IFMA™

Message from the Chair

Laurie A. Gilmer
P.E., CFM, FMP, SFP, LEED AP

Global Chair FY23,
IFMA Board of Directors
President/COO, Facility Engineering Associates, P.C.
Santa Rosa, California, USA

As I reflect on my year as Chair of the global board, I want to express my deepest gratitude for the incredible connections I've had the privilege to make with members and partners worldwide. These relationships are the lifeblood of our industry, and together, we can continue to ensure safety and enhance the experiences within the spaces we manage.

Our strategic objectives have been the guiding force throughout the year, focusing on critical areas such as membership growth, professional development, global leadership in conferences, the evolution of our profession, and elevating the visibility of facility management. These objectives represent our shared vision and unwavering commitment to advancing the built environment industry.

FY23 has been a remarkable year for our association. We've witnessed tremendous growth in our membership, underscoring our dedication to providing industry-leading credentials, education, innovation, and practical benefits. We're not just a collection of individuals; we're a global community working collaboratively to address common challenges and seize opportunities.

As facility management professionals, our responsibility extends beyond managing physical spaces; it's about positively impacting people's lives. This past year has shown us the importance of continuous learning and adaptation, especially in the face of rapidly changing landscapes and the integration of technology. Our commitment to safeguarding the well-being of those we serve remains unwavering.

The COVID-19 pandemic disrupted our connections, but it also forced us to adapt, break down barriers, and usher in a new era of collaboration. We found ourselves at the crossroads of various disciplines within the built environment, gaining recognition from our partners, decision-makers, and legislators for our resilience and dedication.

Sustainability, once seen as a buzzword, has now become a core principle guiding our actions. We've transitioned from exceptions to embracing sustainable practices as the norm. Our Sustainability Facility Professional® (SFP®) credential program has become an indispensable tool in achieving measurable goals and strategies in the era of net zero and carbon neutrality.

The United Nations' definition of sustainability, "meeting our own needs without compromising the ability of future generations to meet their needs," serves as a compass as we navigate new regulations and standards, aligning our organizational practices with enduring values.

In an increasingly digital world, cybersecurity has emerged as a top concern. We must be prepared to address the convergence of physical and electronic domains. IFMA remains committed to providing the knowledge and resources needed to understand cybersecurity protocols and navigate the challenges of digital transformation. I am eager to remain involved in our association's efforts to deliver actionable solutions to our industry.

I want to express my heartfelt thanks to each one of you for your unwavering dedication, collaboration, and commitment to advancing our profession's understanding, innovation, and growth. I eagerly anticipate the opportunity to reconnect with you all soon.

Warm regards,

Laurie

Message from the CEO

Don Gilpin

President & CEO

I am delighted to share with you the highlights of IFMA's exceptional journey during the fiscal year 2023, as detailed in our annual report. Our commitment to supporting facility managers worldwide through career development, learning, networking opportunities, leadership skills, and world-class FM events has never been stronger, and it continues to be the driving force behind our organization's success.

In FY23, we experienced a record-breaking year as more new members joined IFMA than ever before, propelling our ranks to over 24,000 members spanning 138 countries. This diverse global community is a testament to the relevance and impact of our offerings.

To meet the unique needs of our membership, IFMA boasts an expansive network of 130 Active Chapters, 16 Industry Councils, and 7 Communities of Practice worldwide. We extend our heartfelt appreciation to the leaders who support our members through our Chapter Champions program, which has empowered 53 champions (both leaders and staff) to provide direct support to 60 chapters, fostering a sense of unity and collaboration.

In FY23, we proudly launched the Military Community of Practice, dedicated to assisting facility managers transitioning from military service and facilitating ongoing workforce development. This initiative exemplifies our commitment to inclusivity and the advancement of our profession.

Furthermore, we reinvested over half a million dollars into Professional Development, enhancing the content and design of the SFP program. We expanded the availability of our credentials and training materials by translating the FMP and Essentials into multiple languages, including Spanish – Latin America, in addition to English and Simplified Chinese. As a token of our appreciation for your continued support, we now offer the first module of the Essentials series, "Introduction to Facility Management," at no cost to our full members.

Our marquee events, World Workplace and Facility Fusion, remain industry-leading conferences, drawing professionals from around the world. In FY23, we celebrated the return to in-person events, cherishing the invaluable connections forged face to face.

These endeavors, alongside a myriad of other initiatives detailed in the following pages, have contributed to our fifth consecutive year of positive growth, reflected in the financial report section. FY23 has been a remarkable year of expansion for IFMA, and we eagerly anticipate advancing further in fiscal year 2024.

I extend my sincere gratitude to each of you for your unwavering support of IFMA. Together, we are shaping the future of facility management and empowering professionals to excel in their careers.

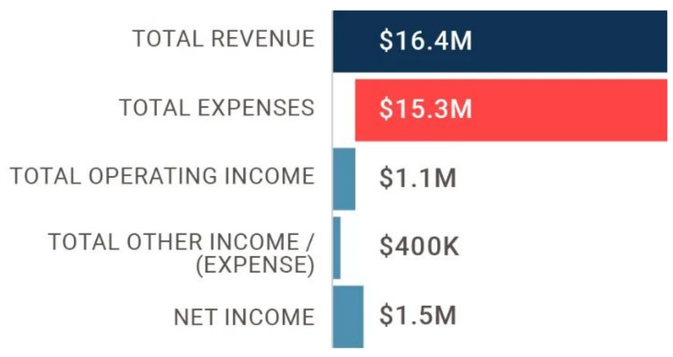
Thank you all for being a part of the IFMA community.

Warm regards,

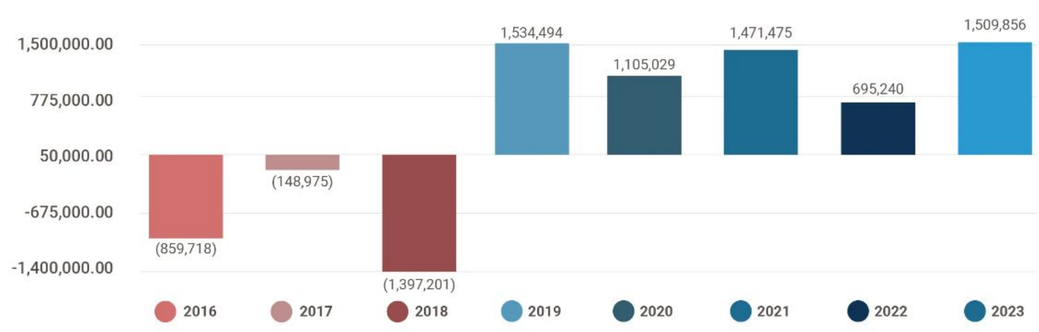
Financial Report FY23

Overview

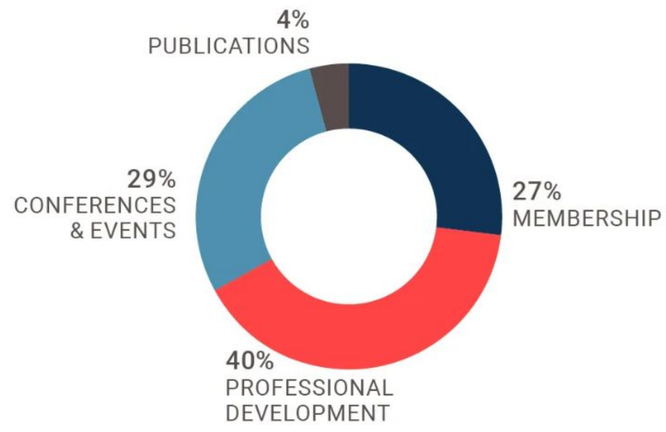
Financial Report FY23 Highlights



Net Income



Revenue % by Department



Investments

2018	$3833423
2019	$3893416
2020	$4248160
2021	$5517875
2022	$4395134
2023	$6791383

Line of Credit Loan Amount

2018	$1805685
2019	$1225685
2020	$1025685
2021	$1011610
2022	$0
2023	$0

Statement of Activities

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION
SCHEDULE II – CONSOLIDATING STATEMENT OF ACTIVITIES
Year ended June 30, 2023

	IFMA USA	IFMA India	BETA	IFMA China	Elimination	Consolidated
Revenues						
Membership and components	$ 4,337,260	$ 172	$ -	$ 36,340	$ -	$ 4,373,772
Professional development	6,401,593	-	-	153,710	-	6,555,303
Conferences	4,468,544	161,392	-	128,402	-	4,758,338
Publications	697,562	-	-	-	-	697,562
Other revenues	85,014	(15,710)	-	43,792	(50,000)	63,096
Total revenues	15,989,973	145,854	-	362,244	(50,000)	16,448,071
Expenses						
Salary and benefits	7,811,630	23	-	179,529	-	7,991,182
Bad debt	14,265	-	-	-	-	14,265
Component and committee	17,041	-	-	-	-	17,041
Depreciation and amortization	678,659	-	-	-	-	678,659
Event and sales	1,718,294	25,183	-	86,685	-	1,830,162
Executive and board	298,147	-	-	-	-	298,147
Financial fees and interest	421,622	(6,482)	-	241	-	415,381
Insurance	83,165	-	-	-	-	83,165
Marketing	649,995	-	-	-	-	649,995
Office and operating	1,449,988	105,320	-	(2,839)	(50,000)	1,502,469
Professional development	198,103	12,341	-	23,542	-	233,986
Professional fees	286,439	8,101	-	16,806	-	311,346
Rent	280,694	-	-	-	-	280,694
Technological	701,507	739	-	-	-	702,246
Travel	301,251	-	-	3,531	-	304,782
Total expenses	14,910,800	145,225	-	307,495	(50,000)	15,313,520
Changes in net assets from operations without donor restrictions	1,079,173	629	-	54,749	-	1,134,551
Other income (expense)						
Net investment income	396,280	-	-	-	-	396,280
Foreign income taxes	-	(5,125)	-	(15,850)	-	(20,975)
Total other income (expense)	396,280	(5,125)	-	(15,850)	-	375,305
Change in net assets without donor restrictions	1,475,453	(4,496)	-	38,899	-	1,509,856
Net assets, beginning of fiscal year	5,465,381	(25,318)	(59,921)	(8,331)	(90,000)	5,281,811
Net assets, end of fiscal year	$ 6,940,834	$ (29,814)	$ (59,921)	$ 30,568	$ (90,000)	$ 6,791,667

Consolidated Statement of Financial Position

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION
SCHEDULE I – CONSOLIDATING STATEMENT OF FINANCIAL POSITION
Year ended June 30, 2023

	IFMA USA	IFMA India	BETA	IFMA China	Elimination	Consolidated
ASSETS						
Cash and cash equivalents	$ 2,010,299	$ 34,797	$ -	$ 250,450	$ -	$ 2,295,546
Accounts receivable – trade, net	431,725	-	-	60,486		492,211
Accounts receivable – related party	304,157	-	-	-	(242,141)	62,016
Prepaid expenses and other assets	739,514	27,327	-	2,581	(90,000)	679,422
Investments	6,791,383	-	-	-	-	6,791,383
Intangibles, net	289,514	-	-	-	-	289,514
Program development costs, net	2,418,227	-	-	-	-	2,418,227
Property and equipment, net	174,750	-	-	-	-	174,750
Right-of-use lease asset	864,823	-	-	-	-	864,823
Total assets	$ 14,024,392	$ 62,124	$ -	$ 313,517	$ (332,141)	$ 14,067,892
LIABILITIES AND NET ASSETS						
Liabilities						
Accounts payable and other accrued expenses	$ 1,304,441	$ 15,418	$ -	$ 8,843	$ -	$ 1,328,702
Accounts payable – related party	156,617	76,520	59,921	105,700	(242,141)	156,617
Deferred revenue	4,758,225	-	-	168,405	-	4,926,630
Lease liability	864,276	-	-	-	-	864,276
Total liabilities	7,083,559	91,938	59,921	282,948	(242,141)	7,276,225
Total net assets without donor restrictions	6,940,834	(29,814)	(59,921)	30,568	(90,000)	6,791,667
Total liabilities and net assets	$ 14,024,393	$ 62,124	$ -	$ 313,516	$ (332,141)	$ 14,067,892

Board approved, audited numbers (September 26, 2023).
All figures/amounts listed in U.S. dollars

IFMA™

Professional Development

IFMA credentials and training meet you at the intersection of your career and training needs. Our suite of professional development enables facility professionals from all backgrounds and experience levels to develop the skills and mastery needed for career advancement and successful facility management.

Achievements

We performed learning platform upgrades to improve functionality and overall experience for our learners.

Essentials of FM was translated into French-France. The series is already available in English, Simplified Chinese and Spanish-Latin America.

Published new Micro Modules, which are bite-sized training in Digitization, Sustainability and Life-Cycle-Costing.

Cybersecurity and Real Estate course pilots were completed to open new opportunities for training in these areas.

SFP enrollments for FY23 were up 165 percent.

As of FY23, 1,500+ JLL employees have started the FMP program.

1,000+ people enrolled in an IFMA HQ virtual workshops, which include the FMP virtual classes, SFP learning labs, core competency course virtual classes, and the CFM exam prep workshops and knowledge workshop.

Created Credentials Connect, an online resource for IFMA credential holders to stay in the know about learning and networking opportunities at IFMA.

IFMA reinvested in its members, specifically to help them upskill with our training and credentials. The total value of professional development awarded to IFMA members in FY23 totaled more than $142,985.

Sales FY23

$5632593

13% increase over PD Sales FY22

Online Performance

2298491

pageviews on IFMA.org's PD pages

8500+

active accounts at fm.training

By the Numbers

Credential Holders FY23	CFM	FMP	SFP	IFMA Credentials are currently held in
	2933 CFM Since 1993 — 8,728 Retired CFMs — 675	**16335** FMP	**1702** SFP	**110** COUNTRIES around the world — with CFM-holders in **62** countries.

Globally, IFMA has **96** qualified instructors, all of whom may facilitate Essentials of Facility Management.	**48** GLOBAL EDUCATION TRAINING AFFILIATES FY23	**44** CFM PREP WORKSHOP INSTRUCTORS	**79** FMP INSTRUCTORS	**19** SFP INSTRUCTORS

Conferences & Events

IFMA conferences and events offer FM professionals a chance to enhance their expertise, exchange ideas and best practices, stay updated on the latest innovations and engage with industry leaders. Attendees not only acquire valuable insights from educational sessions but also foster significant professional connections through impactful networking, enriching their experience throughout the conference.

5312 PARTICIPANTS

393 EXPERTS

260 EDUCATIONAL SESSIONS

408 SPONSORS & EXHIBITORS

447668 WEDSITE PAGE VISITS

$5268862 TOTAL REVENUE

What's New for FY23

Facility Fusion reimagined

Facility Fusion
an IFMA Conference & Expo

IFMA's Facility Fusion underwent a transformative rebranding, revitalizing its appearance and purpose. The updated program introduced a range of novel features dedicated to the enrichment of both professional and personal skills:

- Deeper Dive Learning Labs
- IFMA Cares Community Service Project
- Health & Wellness Activity

Growing presence in Latin America

LATAM IFMA™ International Facility Management Association

IFMA's influence is steadily growing across the Latin American landscape, as evident through:

- Engaged participation in FM-related events like Tenant Week, Tecno Edificios, CRET, CleanTec, FACMAN, and ABRAFAC.
- Launching the latam.ifma.org website, dedicated to providing valuable resources for the FM community in the region.
- Presenting quarterly IFMA Sync webinars, featuring esteemed thought leaders from the Latin American region.

IFMA Cares

IFMA Cares

IFMA launched a new initiative designed to empower and inspire members, attendees and staff to actively engage in volunteering and contribute their time to the local communities hosting our events. This initiative presents a unique chance to create a positive impact, contribute to community growth, and cultivate a heightened sense of social responsibility. Attendees at Facility Fusion came together to help assemble 1,000 hygiene kits for Project Homeless Connect.

Events

World Workplace Asia-Pacific
July 26-27, 2022
Singapore, Asia

IFMA Global China
Sept. 8-9, 2022
Shanghai, China

IFMA's Advocacy Day
Sept. 14, 2022
Virtual Event

IFMA's World Workplace
Sept. 28-30, 2022
Nashville, Tennessee, USA

IFMA Executive Summit
February 28-29, 2023
San Diego, California, USA

World Workplace Europe
March 22-23, 2023
Rotterdam, Netherlands

IFMA's Facility Fusion
April 11-13, 2023
San Francisco, California, USA

IFMA Exhibiting at External Shows

Abastur/Expo Med
Sept. 2022
Mexico City, Mexico

ISSA Show North America
Oct. 2022
Chicago, Illinois, USA

Greenbuild
Nov. 2022
San Francisco, California, USA

NFMT Remix
Nov. 2022
Las Vegas, Nevada, USA

The Big 5 Dubai
Dec. 2022
Dubai, United Arab Emirates

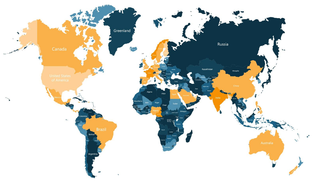
AHR Expo/Winter Conference
Feb. 2023
Atlanta, Georgia, USA

NFMT Baltimore
March 2023
Baltimore, MD, USA

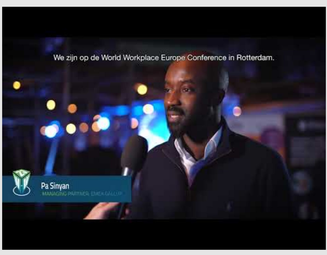
ConnexFM
April 2023
Grapevine, TX, USA

BOMA International Conference & Expo
June 2023
Kansas City, Missouri, USA

Participating Countries in IFMA Events (in yellow)



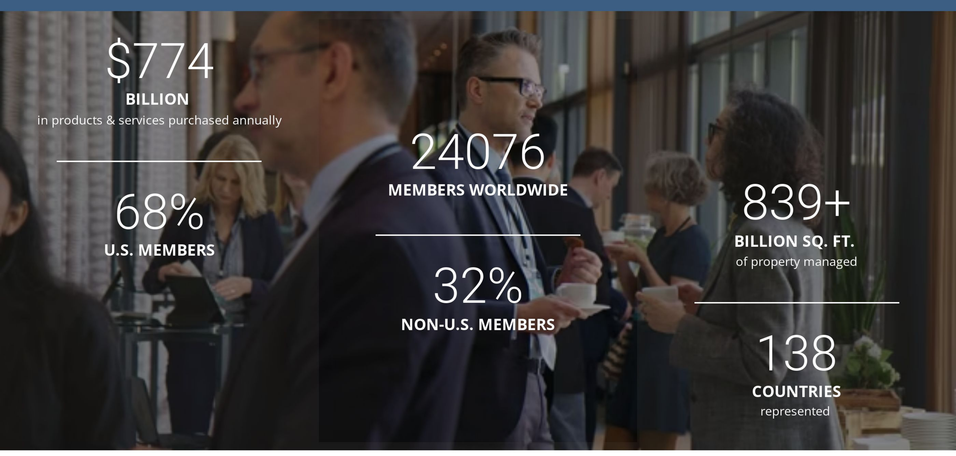
Event Recap



Membership

IFMA Networking Groups

130	16	7
Local Active Chapters	Industry Councils	Communities of Practice



$774
BILLION
in products & services purchased annually

68%
U.S. MEMBERS

24076
MEMBERS WORLDWIDE

32%
NON-U.S. MEMBERS

839+
BILLION SQ. FT.
of property managed

138
COUNTRIES
represented

What's New for FY23

IFMA Knowledge Library

Free Knowledge Library Access for Members

ConnectedFM
A BLOG BY IFMA

IFMA™ Permian Basin Chapter
International Facility Management Association

MIL Military Community
A Community of IFMA

Awards of Excellence Winners

READ MORE

2022 IFMA Fellows

Lesley Groff,
CFM, IFMA Fellow

Lynn Baez,
SFP, FMP, CBCP, IFMA Fellow

Michel Theriault,
FMP, LEED AP, IFMA Fellow

Tony Khoo,
CFM, FMP, MBA, IFMA Fellow

Chapter Champions Program

As part of our initiative to continually engage our volunteer leaders, IFMA launched the Chapter Champion Program in 2022. This program connects IFMA leaders, including IFMA staff and Fellows, with chapters that need additional support and resources. The goal is to increase the capacity of chapters and improve the connection between IFMA and chapters.

> 53 champions

> 60 adopted chapters

IFMA™

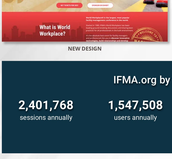
Marketing & Communications

IFMA.org

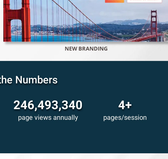
NEW PAGES
(Select below to view pages)

Overview & Awareness

UPDATED PAGES



NEW DESIGN

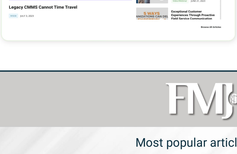


NEW BRANDING

IFMA.org by the Numbers

2,401,768	1,547,508	246,493,340	4+
sessions annually	users annually	page views annually	pages/session

IFMA Knowledge Library



The newly redesigned Knowledge Library was released January — and is now free to all members as a member benefit. To date we have tracked over 55K sessions in the platform.

WHAT'S NEW:

- The new KL offers lightning-fast searches, an improved navigation dashboard and is now usable on any device
- A toolkit to with downloadable templates, guides and more
- An improved submission process enabling authors to submit content in less than two minutes
- Author pages to showcase an individual or company
- Improved tagging to provide better access to relevant content that aligns with IFMA's 11 Core Competencies
- A comprehensive FM glossary
- Social sharing tool so users can share KL content with their own FM community/Q&a!

FMJ IFMA

Most popular articles by view

#1

READ NOW

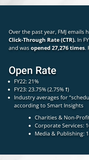
#2

READ NOW

#3

READ NOW

#4



READ NOW

#5

READ NOW

Email Performance

Over the past year, FMJ emails has seen growth in two key performance metrics: **Open Rate (OR)** and **Click-Through Rate (CTR)**. In FY23, FMJ **hit email inboxes 115,122 times** (a 31.32% increase from FY22) and was **opened 27,276 times**. From these emails, **FMJ was opened 2,996 times**.

Open Rate

- FY22: 21%
- FY23: 23.75% (2.75% ↑)
- Industry averages for "scheduled sends" according to Smart Insights
  - Charities & Non-Profits: 14.6%
  - Corporate Services: 16.4%
  - Media & Publishing: 14.5%

Click-Through Rate

- FY22: 9.66%
- FY23: 10.98% (1.32% ↑)
- Industry averages for "scheduled sends" according to Smart Insights
  - Charities & Non-Profits: 3.42%
  - Corporate Services: 4.29%
  - Media & Publishing: 4.16%

Social Media

105000	2600000	173000	100000+
Total Audience	Impressions	Engagements	Post Clicks

IFMA WIRE Performance

Over the past year, the WIRE has seen growth in two key performance metrics: **Open Rate (OR) and Click-Through Rate (CTR)**. In FY23, the WIRE **hit email inboxes 765,845 times** and was **opened 192,919 times**. Links within the WIRE were **clicked 10,103 times**. It was sent every Tuesday of every week in FY23.

Open Rate

- FY22: 25.1 %
- FY23: 27.4% (2.3% ↑)
- Industry averages for "scheduled sends" according to Smart Insights
  - Charities & Non-Profits: 14.6%
  - Corporate Services: 16.4%
  - Media & Publishing: 14.5%

Click-Through Rate

- FY22: 5.08%
- FY23: 5.3% (0.22% ↑)
- Industry averages for "scheduled sends" according to Smart Insights
  - Charities & Non-Profits: 3.42%
  - Corporate Services: 4.29%
  - Media & Publishing: 4.16%

EMEA WIRE Performance

A new segment or version of the WIRE was launched to better cater to our EMEA audience. Each week, the regular WIRE copy was adjusted to fit EMEA time zones, interests and regional priorities. As a result, the EMEA version of the WIRE saw a significant increase in performance:

Open Rate: 37.78% **Click-Through Rate: 5.46**

Connected FM Series

- **Webinar:** 75+ episodes
- **Podcast:** 18 episodes, 3900+ downloads
- **Blog:** 27 Blogs, 8400+ views, 13.65% CTA

Special Reports

The FM industry has faced unprecedented challenges since IFMA's first in-depth 'Experts' Assessment' study was conducted in 2020. The second volume provides what our industry's top experts have to say about the state of the FM environment — from accelerated digitization and evolving regulatory environments to ongoing friction surrounding distributed work.

Read Report

Digital transformation (DT) has been an ongoing phenomenon for over a decade, but it took the COVID-19 pandemic to catapult many organizations into a digital-first world. Digital transformation (DT) has become a pervasive agent of the business world, including facility management (FM).

Read Report

By understanding current and emergent end-user needs and societal requirements, FM practitioners can identify new opportunities for future improvements. By understanding how FM can leverage its assets to create more scalable, facility managers can enact systemic change for the benefit of end users, organizations and communities.

Read Report

The majority of women currently participate in the labor force, but only 23% of the FM workforce is female, with little change to this gender mix over the past decade. This lack of representation in the FM industry, and the lack of women at all levels throughout the world provides salary inequities for recruitment and retention, and other key information for DEI efforts within FM.

Read Report

IFMA

Corporate Sustaining Partners

IFMA's Corporate Sustaining Partners (CSPs) collaborate to strengthen the global FM industry collectively. As leaders within their respective industries, CSPs serve as pioneers and trendsetters, serving as authoritative founts of knowledge for advancing and maintaining superior built environments.

CSP Program Highlights

CSPs have demonstrated their commitment to the profession by channeling substantial support, exceeding $769K, into IFMA this year. Their active involvement enriches the field through the dissemination of valuable insights and high-quality content, which serves to expand and enhance the expertise of facility management, ultimately reinforcing the industry's foundations. While we can quantify their yearly financial contributions, the immeasurable value they bring to IFMA, the broader FM community, and facility managers worldwide lies in their profound thought leadership and unwavering dedication to IFMA members.

$769178+
Total Revenue

12
Presentations during World Workplace 2022

9
Presentations during Facility Fusion 2022

8
Participants in the Executive Summit

35
Articles & Behind the Brand features in FMJ

70
Pieces contributed to the Knowledge Library

240
Articles contributed to IFMA newsletters

Fourteen Co-branded webinars with:

1927
Views

3070
Total Views

33585
Total Impressions

CSP PLATINUM

VIEW

CSP GOLD

VIEW

CSP SILVER

VIEW

CSP BRONZE

VIEW

IFMA™

Research & Benchmarking

Providing the highest quality research and benchmarking products to the global FM industry.

Highlights

Contributed

$1095775

in in-kind resources/reports for the FM industry

11
Webinars
VIEW

2
Websites & Resources
VIEW

6
FM Doctor Web Series
SEE BELOW

9
Reports/Whitepapers
VIEW

22
Presentations for IFMA events
SEE BELOW

Presentations for IFMA Events

IFMA WORLD WORKPLACE
SEPTEMBER 28-30, 2022
MUSIC CITY CENTER | NASHVILLE, TENNESSEE, USA
VIEW

Facility Fusion
an IFMA Conference & Expo
VIEW

EXECUTIVE SUMMIT
• BROUGHT TO YOU BY IFMA •
VIEW

WORLD WORKPLACE EUROPE '23
22-23 March | Rotterdam, Netherlands
VIEW

External Presentations
VIEW

Benchmarking Projects in Progress:

- Space Planning Benchmark Report
- "Ask the FM Doctor" Best Practices Web Series (3-year initiative)
- 12 Cities FM Study: O&M, Salary/Comp, CRE Benchmark Study
- International Medical Facilities Operations & Maintenance
- Amenities Benchmark Report
- Global Medical Facilities Operations & Maintenance Benchmark Report
- North American Operations & Maintenance Qualitative Report (FM Processes)
- North America Medical Facilities Operations and Maintenance
- Operations & Maintenance Reports by region
  > Africa

Benchmarking Projects Completed:

- Operations & Maintenance Reports by region
  > North America
  > Middle East

Research Projects in Progress:

- Return to the Office
- Return on Investment IFMA Credentials 2023 — Company Focus
- Global Trends in the FM Workforce
- FM Succession Planning in FM — Phase 2 (HR + Insight on Human Dimensions)
- Life Cycle Exploratory Study
- "Making the Case" for FM at the C-Suite
- Veterans in FM
- Strategies to Reverse the Trend of Women Exiting the FM Profession Women in FM
- Polish FM Market Pay and Compensation Report

Research Projects Completed:

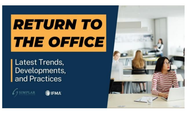
- Global FM Technology Report
- Global FM Salary and Compensation Report #2 Women in FM
- Return on Investment IFMA Credentials 2022 — Employee Focus
- FM Succession Planning Phase 1 (multi-year initiative)

Planned Research & Benchmarking Reports:

- FM Outsourcing study
- Facility Managers Resource to AI
- South America Abbreviated Operations & Maintenance Benchmark Report
- Global Operations & Maintenance Index Reports

FM Doctor Web Series

- Held on the third Tuesday of each month, this new, interactive virtual discussion invites attendees to engage with facility experts who provide practical advice in addressing today's operations, maintenance, workplace management and procurement challenges.
- 3-year initiative



WATCH NOW

WATCH NOW

WATCH NOW

WATCH NOW

IFMA™

Strategic Partnerships

IFMA has developed important strategic relationships across a variety of professions that touch on areas of FM practice and the built environment. These partnerships include highly-respected organizations — from associations to governmental agencies and programs.

High-quality courses from thought leaders

IFMA members can now get specialized training from some of the biggest, most respected thought-leaders across the industry. Get special discounts and offers from our industry partners and explore training across cleaning operations, data governance, furniture and more.

Exclusive Introduction to Facility Management

IFMA is pleased to provide members of partner associations with the opportunity to gain insight into facility management. Whether you are new to facility management, transitioning into an FM role or learning more about a specific topic, IFMA's courses will help you fill your knowledge gaps at exclusive partner prices.

Government Relations Partnerships

IFMA Foundation

The IFMA Foundation is dedicated to the mission of promoting education for the facility management profession around the world and making FM a Career of Choice.

FY2023 Highlights

READ MORE

United Nations

READ MORE

ERIC TEICHOLZ SCHOLARSHIP

READ MORE

BUILDING FM CAREERS

READ MORE

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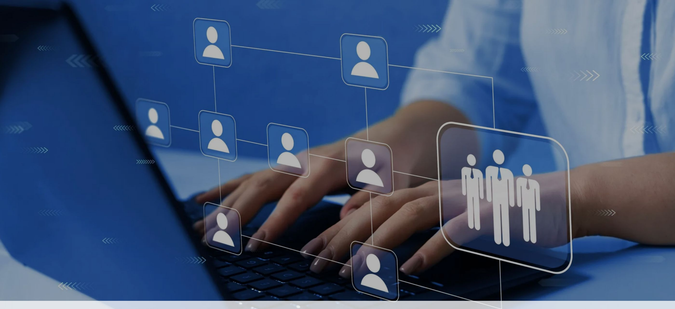

Our People

IFMA 2022 – 2023 Global Board of Directors

CHAIR

Laurie A. Gilmer, P.E., CFM, FMP, SFP, LEED AP

Vice President/COO,
Facility Engineering Associates, P.C.
Santa Rosa, California, USA

FIRST VICE CHAIR

Dean Stanberry, CFM, LEED AP O+M

Chair, Government Affairs Committee
Denver, Colorado, USA

SECOND VICE CHAIR

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Senior Consultant, FASA Consulting
São Paulo, Brazil

EX-OFFICIO

Don Gilpin

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Houston, Texas, USA

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Chief Strategy Officer, The Planon Group
Copenhagen, Denmark

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Project Manager, AES Services,
University of Manitoba
Winnipeg, MB, Canada

Jason E. Callis, CFM

Facilities Management, Project Executive,
The Veridus Group
Indianapolis, Indiana, USA

Cheryl Carron

Global Head, Facilities Management &
Experience Services Corporate Solutions, JLL
Milwaukee, Wisconsin, USA

Christa Dodoo, CFM, CIWFM, FMP, CMQ-OE

Head, Global Facilities Management
Services United Nations World Food Programme
Rome, Italy

Lorena Espada

EMEA Head of Facility Management,
Chubb European Group
Madrid, Spain

Aykean Matthews, MBA, CFM, FMP

Facilities Director,
The International School of Port of Spain
Port of Spain, Trinidad & Tobago

Arnald NG, CFM, SLCR, MRICS

APAC Delivery & Performance Director,
GSK
Singapore

Lena Thompson, FMP, SFP, IFMA Fellow

Director, Building Operations & OFM,
American Psychological Association
Washington, D.C., USA

Luis Viña

Director, Alliance Director LatAm, CBRE
Mexico City, Mexico

Staff List FY23

EXECUTIVE

Don Gilpin, President and Chief Executive Officer
Linda Pate, Executive Administrative Services Officer

ACCOUNTING

Jim Vetter, Chief Financial Officer
Jennifer Muesse, Director of Accounting
Aimee Mudd, Accountant III
Minh Le, Accountant III
Lisa Prell, Accountant III

ADMINISTRATION

Kholo Kondelis, Human Resources Manager

EVENTS

Ann Loayza, Director, Events
Cyndy Thompson, CMP, CCTE, Conference Manager
Minh Pham, Senior Events Coordinator
Audrey Luttmann, Conference Programs Specialist

EXPO & ADVERTISING

TJ Mendieta, CEM, Director, Expo and Advertising
Diana Maldonado, CEM, Senior Account Manager, Advertising and Exhibitions
Clarissa Arguelles, Support Representative, Expo and Advertising

GOVERNMENT AFFAIRS

Jeffrey Johnson, Executive Director of Government Affairs

MARKETING, COMMUNICATIONS & PUBLIC RELATIONS

Maureen Lederer, Senior Director, Marketing, Communications and Public Relations
Ashley Tucker, Director, Marketing and Communications
Alyssa Kirkman, Marketing and Communications Manager, Membership
Leslie Robinett, Marketing and Communications Manager, Events
Daniela Werner, Marketing and Communications Manager, Professional Development
Katherine Sproles, Marketing and Communications Manager, Content
Elizabeth Shelton, Marketing and Communications Specialist, Social Media
Jack Marsden, Marketing and Communications Specialist, Email
Chablis Lindquist, Senior Editor and Writer
Bobby Vasquez, FMJ Editor
Ellen Cregan, Director, Creative Services
Angelica Dinh, Website Manager
Yonas Woldetsadik, Graphic Designer, Video Coordinator

MEMBERSHIP & COMPONENTS

Mary Ressler, Director, Membership & Components
Andremarie Jean, Membership Engagement Manager
Treslyn Onajoko, Components Manager
Joshua Amos, Component Liaison
Aniesha Hall, Component Liaison
Natalie Ortega, Component Liaison
Zaidmy Mesa, Member Service Representative

PROFESSIONAL DEVELOPMENT

Cathy Pavick, Senior Director, Professional Development
Rhonda Hager, Credentials Manager
Vicky Acosta, Director, Learning Technology
Angie Dyson, Course Development Project Manager
Laura Clark, Learning Operations Specialist
Crystal Herrera, Credentials Specialist
Deb Van Dyne, Learning Management Systems (LMS) Manager
David Deckert, Program Support Manager
Jamie Ognosky, Learning Management Systems (LMS) Coordinator

RESEARCH

Nickalos Rocha, Director, Benchmarking
Jeffrey Saunders, Director, Research

SALES & CORPORATE PARTNERS

Kim Coffey, Executive Director, Business Development
Lauren Krueger, Director, Sales Operations
Gayle Head, Senior Account Manager, Professional Development
Starlyn Berlanga, Account Manager, Professional Development
BreAna Gutierrez, Training Support Specialist
Cassandra Warholak, Partner Support Manager
Elizabeth Mitchell, Programs Support Representative

TECHNOLOGY

Lindy Daniels, Lead Developer Web and Enterprise Systems
Grady Hughes, .NET Developer
Louie Kafka, Web Developer

IFMA FOUNDATION

Diane Levine, IFMA Fellow, Executive Director, IFMA Foundation
Christina Gonzales, MBA, Program Support, IFMA Foundation

IFMA CHINA

Sisi Dai, Managing Director

IFMA EMEA

Lara Paemen, Managing Director

IFMA INDIA

Mahender Singh, Managing Director

IFMA™

IFMA Strategy Bridge Statements

Laurie A. Gilmer, P.E. , CFM, SFP, LEED AP
Don Gilpin

Grow and Retain Membership

IFMA is a community who thrives when we connect and grow together. Through membership, we work to apply our skills and talents, helping ourselves and our community toward performing at the highest levels.

Lead the global transformation of lifelong FM professional development

IFMA has developed comprehensive education programs that meet people where they're at, supporting them through the maturity of their career. IFMA is dedicated to advancing the FM profession and the individuals in it through education — regardless of experience, location, or language.

Be the recognized leader of FM conferences globally

Our events are important to IFMA and the FM world as they bring together the essence of all we do in one place. It's a global world stage that connects FM professionals, allowing them to grow, meet, share, and learn in one place/all in one.

Drive the evolution of the FM profession

The FM profession is perhaps one of the most adaptable around. To truly be a profession, it takes organization and definition. Through our professional development resources, advocacy, and connected community, we are at the forefront of responding and adapting to the changing needs throughout our industry.

Elevate and bring visibility to the FM profession, community, and association globally

Facility Managers are the best kept secret of any organization. They are responsible for the largest assets any organization owns. More importantly, they influence the health, safety, security, and productivity of the organizations they serve. IFMA is dedicated to advancing the profession through education, advocacy, and connection.

Government Affairs/Advocacy

The FM community, more than any profession, has the most influence over the built environment. The assets we manage have the largest impact on productivity, health, safety & security, and environmental and economic resources. Because we are committed to making the world around us better, we work through our local and national channels to advocate for good decision making that will benefit all.

International Presence

Our profession spans borders, languages, and cultures. With FM professionals estimated in the millions and market size estimated to exceed $1.2T, we understand that the best way for us to succeed on behalf of those whose environments we touch every day is to learn from each other, continuously improving the effectiveness and efficiency of the assets entrusted to our care.

Annual Report ends here.

The following are document attachments.

2022 AWARDS OF EXCELLENCE WINNERS

Facility Management Innovation Award
JLL's Dynamic Cleaning Product Team
Work Dynamics & JLL Technologies

Associate Member Award
Casey Quisol
Intrepid

Distinguished Member Award
Jenny Yeung
Hong Kong Chapter of IFMA

Distinguished Author Award: Book
Work on the Move 3
Michael Schley and Alexi Marmot

Distinguished Author Award: Article
Kay Sargent HOK

Chapter Award for Excellence in Professional Development
Greater Toronto & South Central Ontario Chapter of IFMA

George Graves Award for Facility Management Achievement
Ayala Property Management Corporation's Energy Management System

Sheila Sheridan Award for Sustainable Facility Operations and Maintenance
IBM Global Real Estate in partnership with CBRE

Large Chapter of the Year Award
Denver Chapter of IFMA

Small Chapter of the Year Award
Wichita Chapter of IFMA

Student Chapter of the Year Award
Brigham Young University Student Chapter
President — D. Agalzoff
VP- A. Geilman VP- N. Sanchez VP — N. Blamires VP- K. Christofferson

Community Award of Excellence in Programs and Professional Development
Workplace Evolutionaries Community of Practice

Chapter Web Communication Award
Greater Triangle Chapter of IFMA

Emerging Professional
Charles Hammersla
Cushman & Wakefield

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Aerotek

Al-Hajry Overseas LTD

ARC Facilities
5+ YEARS

Armstrong Ceilings
20+ YEARS

Biamp Systems
5+ YEARS

Corporate Floors (family of brands)

CORT Business Services
30+ YEARS

Davies Office Inc.
15+ YEARS

EBTRON

EMCOR Facilities Services
25+ YEARS

Eptura
10+ YEARS

FM:Systems
20+ YEARS

FreeAxez
5+ YEARS

Kastle Systems
5+ YEARS

Leadec

Legend Brands

LogiSon Acoustic Network
20+ YEARS

Mohawk Group

OfficeSpace Software

OpenWorks

Republic Services

SCLogic

Sodexo
15+ YEARS

Tarkett
20+ YEARS

The Building People

Tork, An Essity Brand

United Facilities Management
5+ YEARS

Vaask

CORPORATE SUSTAINING PARTNERS

CSP GOLD

ABM
25+ YEARS

Cartegraph (Opengov)

ESFM

IBM

Kimberly-Clark Professional
5+ YEARS

Planon
15+ YEARS

R-Zero

Velosio

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CORPORATE SUSTAINING PARTNERS

Al Asmakh A to Z Services Group

Al Shirawi Faciilities Management
10+ YEARS

Al Yamama Company

Alghanim International

Ambius
10+ YEARS

Belfor USA
5+ YEARS

Canadian Base Operators
5+ YEARS

Capitol Technology University

Corporate Care
10+ YEARS

EMCO Qatar

Excel Dryer Inc.
10+ YEARS

Facility Engineering Associates PC
15+ YEARS

Kyocera

Lencore Acoustics
10+ YEARS

Linc Facility Services Doha Qatar

MasterCorp
5+ YEARS

MilliCare
20+ YEARS

Renaissance Services SAOG

Securitas Security Services USA
10+ YEARS

SRACO

Staples
10+ YEARS

Verizon

Versteel
25+ YEARS

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CORPORATE SUSTAINING PARTNERS

CSP PLATINUM

IAdea

JLL/Technologies

ODP Business Solutions

OTIS Elevator
5+ YEARS

Schneider Electric

Zoll

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RESEARCH & BENCHMARKING

COMPLETED REPORTS & WHITE PAPERS

1. **The Facility Manager's Guide to Procuring Technology**
2. **Middle East Operations & Maintenance Benchmarking Report**
3. **Women in Facility Management: A Global Salary and Compensation Supplementary Report**
4. **Succession Planning in Facility Management: Pilot Study and Road Map for the Future**
5. The Experts' Assessment, Vol. 2
6. Evaluating the Value: The Return on Investment of the IFMA Facility Management Credentials
7. North America Operations & Maintenance Benchmarking Report
8. **Leading Digital Transformation in the Facilities Management Industry: Insights from IFMA's Executive Summit**
9. **Seeking Higher Ground: Navigating the FM Industry's Transformation**

BOLDED TITLES ARE FIRST-OF-ITS-KIND REPORTS

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RESEARCH & BENCHMARKING

WEBINARS

2677
REGISTRANTS

6345
TOTAL VIEWS

69719
IMPRESSIONS

11
TOTAL WEBINARS

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WEBSITES & RESOURCES

- Redesigned Research & Benchmarking site
- ESG + FM
  - What is ESG?
    > Infographic, landing page, and explainer video
  - Building Decarbonization Resource Hub
    > Infographic, landing page and explainer video

WORLD WORKPLACE EUROPE '23

22-23 March | Rotterdam, Netherlands

1. Cybersecurity and the Built Environment: FM's Role

2. IFMA's Experts' Assessment

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IFMA WORLD WORKPLACE
SEPTEMBER 28-30, 2022
MUSIC CITY CENTER | NASHVILLE, TENNESSEE, USA

1. IFMA's Experts' Assessment: New Ways of Working Toward 2030: Presentation of Findings and Panel Debate
2. Leading the Digital Transformation – Sneak Peak of Insights from IFMA's Executive Summit
3. Return to the Office & Rise of Workplace Experience: The Impact of Hybrid on Culture and Business Outcomes
4. IFMA Credentials Benefits Research
5. How to Buy Your Next FM IT Solution
6. Succession Planning, Facility Benchmarking and Return to the Workplace: Latest Results from Facility Management Research
7. What Technologies Your FM Peers are Pursuing

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External Presentations

1. AVIXA InfoComm
2. USGBC Greenbuild
3. ISE Barcelona
4. Savills
5. IFMA NYC Chapter

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EXECUTIVE SUMMIT

• BROUGHT TO YOU BY IFMA •

1. Setting the Stage: Cyber Security for the Built Environment and FM Industry's Role
2. Creating Cyber-physical Resistance: The Challenges and Opportunities for FM
3. Creating a Cyber Security Focus: How San Diego Cyber Center of Excellence is Fostering an Industry
4. Planning For and Managing Responses to Significant Cyber Incidents
5. The Convergence of Physical and Cyber Security
6. Cyber Security, FM Industry, and Transition to Industry 4.0 – Preliminary Findings from Ongoing IFMA Research

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Facility Fusion
an IFMA Conference & Expo

1. Learning Lab: Are You Ready? FM's Critical Role in Documenting and Reporting the Decarbonization of the Built Environment

Note: Two presentations at different times on same topic

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IFMA FOUNDATION

ATTRACTING STUDENTS TO FM CAREERS

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IFMA FOUNDATION

GLOBAL WORKFORCE INITIATIVES (GWI)

The Global Workforce Initiative addresses the triple bottom line of Economy, Equity, and Environment. Meeting this demand is critical to the energy efficiency of the built environment, reducing greenhouse gas emissions, increasing economic productivity of these buildings, and providing education and employment opportunities in the profession of facility management.

JLL

ABM Building Value

sodexo

NEWMARK

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IFMA FOUNDATION

SUSTAINABLE DEVELOPMENT GOALS

United Nations granted the IFMA Foundation special consultative status as a new NGO, recognizing the Foundation's programs directly address societal change outlined in the U.N.'s sustainable development goals (SDGs)

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IFMA FOUNDATION

ERIC TEICHOLZ SFP® SCHOLARSHIP PROGRAM

- 43 scholarships awarded in 2023
- $1,900,000 since 1993

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RESEARCH & BENCHMARKING

FM DOCTOR WEB SERIES

- Held on the third Tuesday of each month, this new, interactive virtual discussion invites attendees to engage with facility experts who provide practical advice in addressing today's operations, maintenance, workplace management and procurement challenges.
- 3-year initiative

IFMA FOUNDATION

FM REGISTERED APPRENTICESHIP PROGRAM

- The US Department of Labor Certifies IFMA Foundation as Official Sponsor of “Facility Manager” Registered Apprenticeship Program.
- Those who complete the program receive a US government issued nationally recognized certificate along with globally recognized certificates and certifications from IFMA.

CLOSE

IFMA FOUNDATION

FM CAREER AMBASSADOR KIT & SPEAKER'S PROGRAM

- FM professionals present to different schools, community organizations, and career fairs about the field, careers, and opportunities in the profession.

CLOSE