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

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 reimagination 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

$222K
FY21 Total Operating Income

$11.306M
FY21 Total Expenses

$222K
FY21 Total Operating Income

$1.471M
FY21 Total Net Income

$1.249M
FY21 Total Investment Income

Net Income

Board approved audited numbers 10/25/21. All figures/amounts listed in U.S. dollars.
Board approved audited numbers 10/25/21.
All figures/amounts listed in U.S. dollars.
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**

**WEBSNARS**
- 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**

<table>
<thead>
<tr>
<th>Credential</th>
<th>FY21 Applications</th>
<th>FY20 Applications</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFM</td>
<td>411</td>
<td></td>
</tr>
<tr>
<td>SFP</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>FMP</td>
<td>1,426</td>
<td></td>
</tr>
</tbody>
</table>

**CREDENTIAL HOLDERS FY21**

<table>
<thead>
<tr>
<th>Credential</th>
<th>FY21 Holders</th>
<th>FY20 Holders</th>
</tr>
</thead>
<tbody>
<tr>
<td>CFM</td>
<td>2,773</td>
<td>2,616</td>
</tr>
<tr>
<td>SFP</td>
<td>1,227</td>
<td>1,108</td>
</tr>
<tr>
<td>FMP</td>
<td>13,098</td>
<td>12,436</td>
</tr>
</tbody>
</table>

**Credential Applications FY21**

- CFM: 411 applications
- SFP: 120 applications
- FMP: 1,426 applications

**Credential Holders FY21**

- CFM: 2,773 holders (158 earned in FY21, 7,468 earned since 1993)
- SFP: 1,227 holders
- FMP: 13,098 holders

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.
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.

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

16,004 session views
8,615 exhibitor views
295 hours of content provided
95 exhibitors & sponsors
8,615 exhibitor views
16,004 session views
295 hours of content provided
95 exhibitors & sponsors
3,143 virtual participants
10% increase in international audience
295 hours of content provided
95 exhibitors & sponsors
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
- Associate Member Award
  - Anthony Koscielecki
- Distinguished Member Award
  - Darin Rose CFM, SFP, GGP, CRFP
- Distinguished Author Award: Book
  - Dr. Steven B. Goldman; MIT
- Distinguished Educator Member Award
  - Audrey L. Schultz, Ph.D.
- Distinguished Author Award: Research Paper
  - Peter S. Kimmel, IFMA Fellow
- Chapter Award for Excellence in Professional Development
  - IFMA Toronto & South Central Ontario Chapter
- George Graves Award for Facility Management Achievement
  - Garett Services Communications Team, Compass Group
- Sheila Sheridan Award for Sustainable Facility Operations and Maintenance
  - Green Team, United States Army, Pearl Harbor, HI
- Chapter of the Year Award
  - Denver Chapter of IFMA
- Distinguished Author Award: Social Media
  - Sonya Verny, MCR
- Student Chapter of the Year Award
  - Brigham Young University Student Chapter of IFMA
- Charlotte Chapter of IFMA
- Emerging Professional
  - Elizabeth Vasek

**$526 billion in products & services purchased annually**

**20,100 members** more than 78 billion+ sq. ft. of property managed

**135 countries** 67% U.S., 33% non-U.S.

**3% growth in international members**

**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**

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

“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 Bacid, CFM, Honolulu, Hawaii, USA

**IFMA FY21 Highlights**

- 175% increase in FMJ web traffic
- 3,200 nomination page visits
- ~150 nominations

**IFMA FY21 Highlights**
- 175% increase in FMJ web traffic
- 3,200 nomination page visits
- ~150 nominations
ONLINE COMMUNITY: ENGAGE

Since 2017 Launch
FY21

3,504
new threads created
898
new threads created

18,529
discussion posts
5,147
discussion posts

28,290
unique logins
60,198
total logins

229,588
total logins

Top Discussion Posts

- COVID Prevention — Bipolar Ionization
  106 replies

- Ask Us Anything — November Benefit of the Month
  54 replies

- CMMS program for a small building
  35 replies

- Air purifiers for office spaces
  27 replies

- Retiring Legacy Facility Staff
  27 replies

Top Library Resource

- Facility Condition Assessment
  374 downloads

- Excel Decision Matrix
  216 downloads

- Polycarbonate Protective Shields for all business types
  214 downloads

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.

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.”
**REBRAND + REDISEIGN**

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)**

- 1,216,143 sessions
- 743,141 new users
- 2,017,262 page views

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

- 5,939 users
- 200,841 total downloads
- 20,886 total downloads FY21
- 1,386 total pieces published (+306 FY21)

**KNOWLEDGE LIBRARY (July 1, 2020 – June 30, 2021)**

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
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
- 3,300+ subscribers
- 25+ videos

**MARCOM**

- +60.14% over industry benchmark
- +50.37% over industry benchmark

**MARKETING & COMMUNICATIONS**
IFMA CSPs amplify the importance of FMIs to our workplaces and workspaces by bringing thought-leadership and innovation to 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.

**CONTRIBUING 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

**FACILITATING**
World Workplace 2020 roundtable discussions
- 21 CSPs participated
- 1,098 total registered attendees
- 10 roundtable discussions
- an opportunity for a virtual face-to-face experience with CSPs

**CONTRIBUING**
valuable content
- over 135 pieces of content in Knowledge Library
- over 150 attendees
- over 60 articles for IFMA Newsletters

**PARTICIPATING**
in IFMA webinars
- over 42 panelists
- over 15 webinars
- over 1,833 views
- over 240 hours watched

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

**IN ADDITION TO THEIR FINANCIAL INVESTMENTS, CSPs CONTRIBUTED COUNTLESS HOURS TO THE ASSOCIATION AND FM PROFESSIONALS BY:**
- In addition to their financial investments, CSPs contributed countless hours to our cumulative knowledge and growth of the FM profession that makes these partnerships truly priceless.

**CORPORATE SUSTAINING PARTNERS**

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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**

- **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)
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.


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.
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