

FY 2020

# Annual Report



# FY 2020 Annual Report



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# Message from the Chair

**There is an old saying in our industry: “No two days are alike; facility managers should always be prepared for challenges in the built environment.” This fiscal year (July 1, 2019 – June 30, 2020) surely tested our preparedness in pandemic proportions.**

Amid IFMA’s continued progress, financial stability and strategic growth — including the promotion of senior staff member Don Gilpin to President and Chief Operating Officer in March 2020 — and following one of our most well-attended and top-rated World Workplace conferences in Phoenix, Arizona, USA, the association was suddenly faced with untold unknowns and an uncertain future.

We could not have foreseen that a global health crisis would put IFMA’s best performance in years at risk. But as the past 40 years have shown, our association and our industry are resilient. As the COVID-19 pandemic threatened life and livelihoods, closed and reopened facilities, and dramatically altered work and the workplace, FMs stepped up to an elevated role as essential, frontline workers; and IFMA quickly positioned itself to support our community through an ever-changing environment.

A strong strategic plan combined with deliberate cost-cutting measures and the overwhelming support of our members and volunteer leaders have kept the association secure. Rekindling IFMA’s strategic focus has allowed the organization to be proactive rather than reactive, and we have seen the results in our ability to adapt and lead in these disquieting times.



**John Carrillo**  
CFM, IFMA Fellow

**In June, IFMA joined in peaceful protest against reprehensible acts of racial discrimination and injustice in the United States. Internally, we reassured our valued staff members that IFMA is a safe and inclusive environment for everyone. Externally, we shared our position on fairness and equality for all, reinforcing our commitment to ensure that every individual who engages with IFMA feels represented, supported, included, heard and cherished.**

At the forefront of our efforts to safeguard the association and help FM's worldwide navigate challenges presented by the pandemic, climate change, racial inequity and other serious concerns impacting our industry, is IFMA's professional staff. Seamlessly acclimating to full-time remote work, this talented and dedicated team worked fervently to create and roll out relevant resources and opportunities to benefit the entire industry, providing the same high level of support and customer service our members have come to expect.

What lies ahead in a post-pandemic world will change the FM conversation even more so, as we consider long-term effects on commercial office space, work-from-home solutions, designing built environments to accommodate social distancing, impacts on smart cities, climate change resiliency planning, and the need to enhance preparedness and business continuity plans.

IFMA is positioned to guide and support the FM industry through this, as well as the next phase of change. We are conducting cutting-edge research, developing and curating top-quality content, advocating for the profession, and enabling professional advancement through education and credentialing. Through our strategic partnerships, we are collaborating with other key built environment players on a global scale. Our continued role in the development of global FM standards is vital to FM's continued progress. The future may be clouded, but we remain optimistic thanks to our dedicated leaders, members, staff and partners.

# Between January and July 2020

- IFMA launched a comprehensive online COVID-19 Resource Center, a series of weekly FM + COVID-19 webinars and hosted two virtual events
- The IFMA Foundation published an updated Pandemic Manual to help FM's address response and recovery
- IFMA's COVID-19 Rapid Response Team published a Strategic Framework, including a project plan template for facility re-entry
- IFMA's BETA community sponsored a series of prospective technology solutions for a socially distanced world
- Live virtual courses were added to the self-study options for Facility Management Professional™ (FMP®) students, and
- Nominations poured in for IFMA's Forty Under 40 campaign to recognize FM's under 40 who are making their mark through initiative and ingenuity



Even amid disruption and worry, we continued doing what we've done for the past 40 years, providing training, knowledge sharing and support to help FMs create and maintain safe, sustainable and resilient workplaces.



A stylized, handwritten signature in white ink that reads "Don". The signature is fluid and cursive, with a large initial "D" and a trailing "on".

Don Gilpin  
IFMA President & COO



# President's Message

**IFMA has worked hard to overcome past obstacles. After several years of financial and operational challenges, 2019 was one of the most profitable in IFMA's history, driven by professional development and bolstered by our global events. We entered 2020 strong and confident, with an eye toward building on the momentum of our achievements.**

The alarm created by early warnings of a worldwide health emergency shifted our focus from earnings to ensuring the health and safety of our community, resulting in the cancelation of four global events, initiating a work-from-home order and ceasing all work-related travel for staff, and postponing IFMA's 40-year anniversary celebrations.

Yet IFMA rallied, swiftly converting two of our live conferences into high-quality, cost-conscious virtual events. We launched a series of free webinars to assist FMs in responding to the pandemic's impact on their facilities and workforce. We offered discounted pricing on IFMA credential programs and Knowledge Library subscriptions, announced an extended grace period for membership renewals, and published a climate change report and a Pandemic Manual, both free of charge to the FM community.

Even amid disruption and worry, we continued doing what we've done for the past 40 years, providing training, knowledge sharing and support to help FMs create

and maintain safe, sustainable and resilient workplaces. That's IFMA's calling — our reason for being — to be a source of information, direction and inspiration for FMs worldwide, especially in times of crisis.

Internally, we took deliberate cost-cutting and cost-saving measures, which helped the association remain stable going into the 2020-21 fiscal year. Strategically designed to sustain operations, retain our valued professional staff and to position the association for future financial health, these measures had the full support of association leadership and staff.

Businesses, organizations and institutions around the world have had to strategize, sacrifice and adapt. We feel very fortunate that IFMA has endured. From a financial and organizational standpoint, we survived the initial impacts of the COVID-19 pandemic as a united front. As we promised five months ago, we got through this together. We asked for the support of our community in order to be here for our community, and you came through.

Thank you. Your passion for the profession and your trust in the association have reawakened our strength and confidence, regenerated our purpose and recommenced the positive momentum necessary to meet both the short- and long-term needs of the industry.



Our community is built on and sustained by collaboration, knowledge sharing, mutual respect, a commitment to excellence, appreciation and recognition. Facility management professionals are adept at taking care of what's entrusted to us. From the heart of your association comes a promise...we will continue to stand with our community, our colleagues, our friends and family in the demand for fair treatment and a voice given to all who have a right to be heard.





For four decades, IFMA has guided the facility management industry through progress, change and adversity.





Mid-fiscal year 2020, IFMA shifted its focus from earnings to ensuring the health and safety of our community.

Audited

# Performance Metrics



▼  
2020 Total  
**\$15.1M**

Revenues

▼  
2020 Total  
**14.3M**

Professional Development,  
Membership & Event Revenues

▼  
2020 Total  
**\$1.1M**

Net Income

▼  
2020 Decrease  
**\$107K**

Consolidated Expenses

▲  
2020 Increase  
**\$208K**

Other Income

## Fiscal Year 2020.

Total consolidated revenues for the Fiscal Year 2020 were **\$15.1 million**, which is a decrease of \$744K under Fiscal Year 2019. Revenues from Membership / Professional Development / Events: \$14.3M. Total consolidated expenses were \$14.3M, down \$107K from Fiscal Year 2019.

- Consolidated Net Income from operations, before “non-operating items” was \$813K down \$638K from prior year.
- All figures/amounts listed in U.S. dollars.



**Following one of the most profitable years in IFMA history, the association entered 2020 with an eye toward building on the momentum of our achievements.**

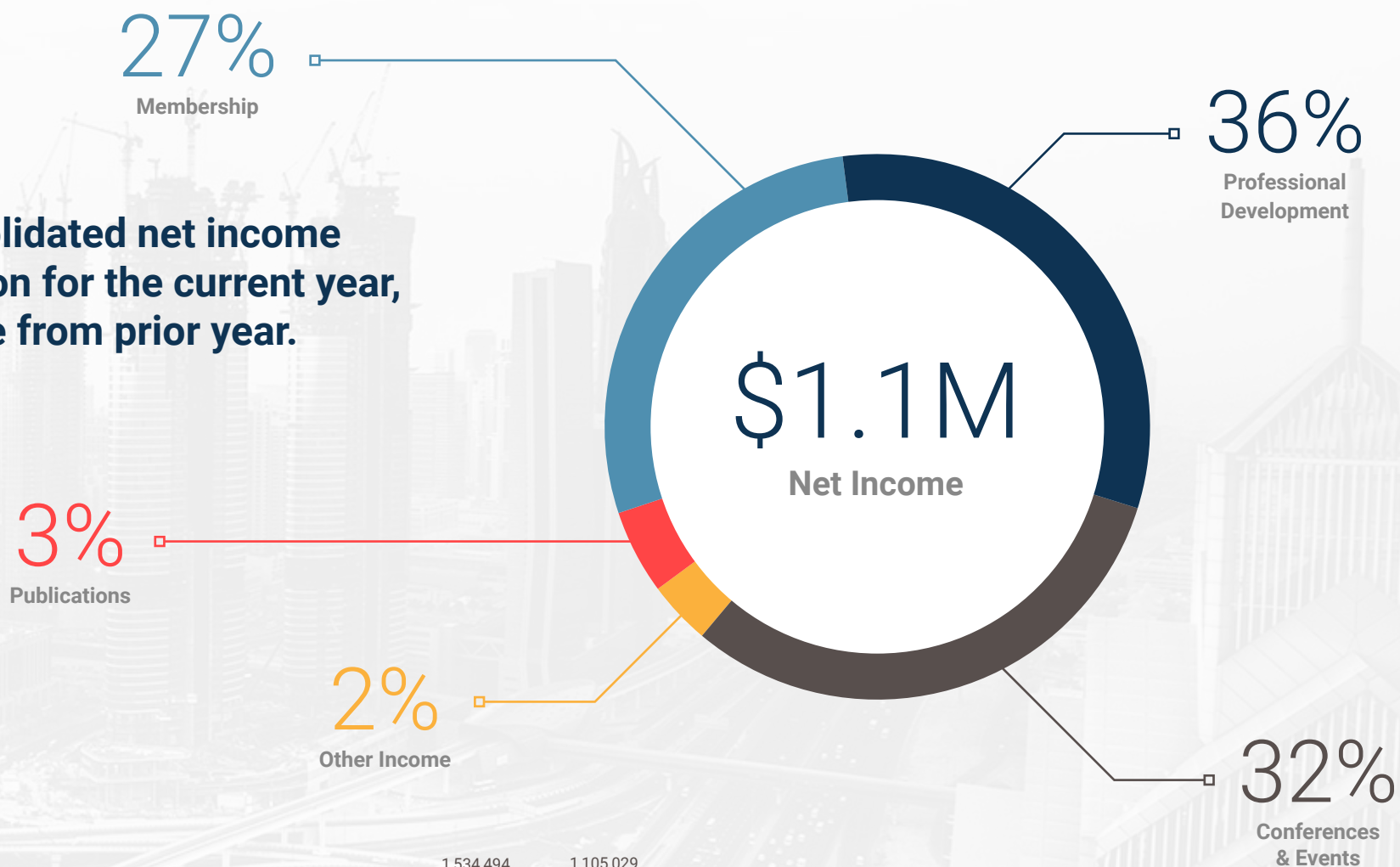
COVID-19 shifted our focus from earnings to ensuring the health and safety of our community, while we continued to provide essential training, knowledge sharing and support to help FM's navigate the crisis, lead their teams, respond, recover and prepare for what's next.

From a financial and organizational standpoint, we survived the initial impacts of the pandemic as a united front. IFMA leadership and staff feel very fortunate that IFMA has endured and that we are getting through this together with the support of our community.

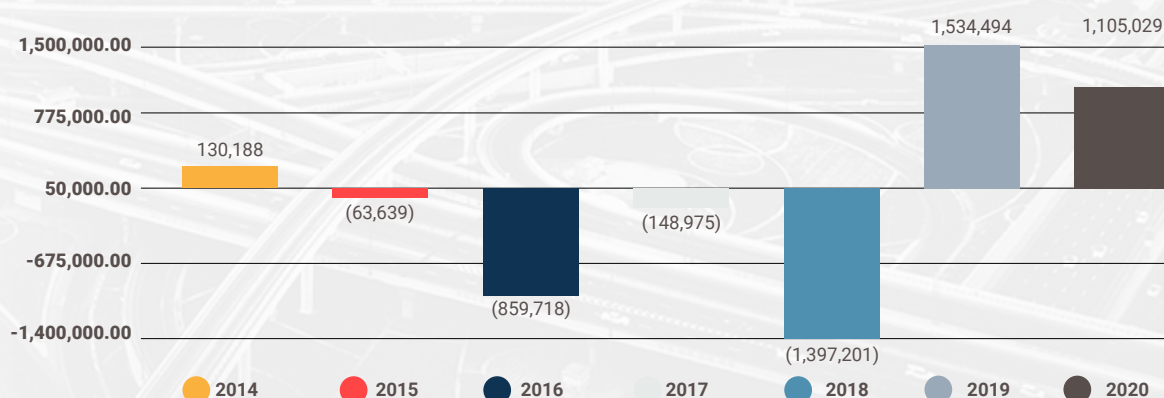
# Financial Reporting FY2020



The overall consolidated net income totaled \$1.1 million for the current year, a \$429K decrease from prior year.



## Net Income



\$1.1M net income was attributable to Revenues being down \$744K due to cancelation of events and write off of the Foundation receivable.



# Consolidating Statement of Activities

For the Fiscal Year Ended June 30, 2020

	Association	India	Beta	RBI	China	Elimination	Consolidated
<b>Revenues</b>							
Membership and components	\$ 4,038,166	\$ -	\$ -	\$ -	\$ 20,110	\$ -	\$ 4,058,276
Professional development	5,301,272	-	-	-	79,187	-	5,380,459
Conferences	4,629,117	48,344	50,000	-	106,498	-	4,833,959
Publications	484,713	-	-	-	-	-	484,713
Other revenues	112,749	145,983	-	81,965	49,836	-	390,533
<b>Total revenues</b>	<b>14,566,017</b>	<b>194,327</b>	<b>50,000</b>	<b>81,965</b>	<b>255,631</b>	<b>-</b>	<b>15,147,940</b>
<b>Expenses</b>							
Salary and benefits	5,896,370	-	-	149,043	27,111	-	6,072,524
Bad debt	232,106	185	-	-	-	-	232,291
Component and committee	225,264	-	-	-	-	-	225,264
Depreciation and amortization	648,163	-	-	30,957	-	-	679,120
Event and sales	1,417,145	1,348	-	-	61,298	-	1,479,791
Executive and board	192,895	-	-	-	-	-	192,895
Financial fees and interest	300,874	2,929	-	-	(1,593)	-	302,210
Insurance	114,565	-	-	-	-	-	114,565
Marketing	776,377	-	-	2,500	-	-	778,877
Office and operating	1,344,204	189,292	5,851	35,389	115,693	-	1,690,429
Professional development	1,289,943	17,746	-	-	27,502	-	1,335,191
Professional fees	110,132	34,525	224	2,017	13,965	-	160,863
Rent	344,274	-	-	-	-	-	344,274
Repairs and maintenance	42,453	-	-	-	-	-	42,453
Technological	514,952	-	-	30,284	-	-	545,236
Travel	120,750	10,092	-	3,140	5,385	-	139,367
<b>Total expenses</b>	<b>13,570,467</b>	<b>256,117</b>	<b>6,075</b>	<b>253,330</b>	<b>249,361</b>	<b>-</b>	<b>14,335,350</b>
Changes in net assets from operations without donor restrictions	995,550	(61,790)	43,925	(171,365)	6,270	-	812,590
<b>Other income (expense)</b>							
Net investment income	354,743	-	-	-	-	-	354,743
Interest expense	(44,046)	(48)	-	-	-	-	(44,094)
Foreign income taxes	-	(6,139)	-	-	(12,071)	-	(18,210)
<b>Total other income (expense)</b>	<b>310,697</b>	<b>(6,187)</b>	<b>-</b>	<b>-</b>	<b>(12,071)</b>	<b>-</b>	<b>292,439</b>
Change in net assets without donor restrictions	1,306,247	(67,977)	43,925	(171,365)	(5,801)	-	1,105,029
Net assets, beginning of year	2,389,060	53,952	(97,030)	(198,386)	(137,529)	-	2,010,067
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 3,695,307</b>	<b>\$ (14,025)</b>	<b>\$ (53,105)</b>	<b>\$ (369,751)</b>	<b>\$ (143,330)</b>	<b>\$ -</b>	<b>\$ 3,115,096</b>



# Consolidating Statement of Financial Position

For the Fiscal Year Ended June 30, 2020

	Association	India	Beta	RBI	China	Elimination	Consolidated
<b>ASSETS</b>							
Cash and cash equivalents	\$ 883,256	\$ 58,512	\$ -	\$ 100	\$ 107,053	\$ -	\$ 1,048,921
Accounts receivable – trade, net	714,699	967	-	-	66,347	-	782,013
Accounts receivable – related party	904,952	-	-	-	-	(904,952)	-
Prepaid expenses and other assets	501,571	26,079	-	-	491	(96,149)	431,992
Investments	4,248,160	-	-	-	-	-	4,248,160
Intangibles, net	351,565	-	-	-	-	-	351,565
Program development costs, net	1,093,758	-	-	297,449	-	-	1,391,207
Property and equipment, net	444,101	-	-	-	-	-	444,101
<b>TOTAL ASSETS</b>	<b>\$ 9,142,062</b>	<b>\$ 85,558</b>	<b>\$ -</b>	<b>\$ 297,549</b>	<b>\$ 173,891</b>	<b>\$(1,001,101)</b>	<b>\$ 8,697,959</b>
<b>LIABILITIES AND NET ASSETS</b>							
<b>Liabilities</b>							
Accounts payable and other accrued expenses	\$ 878,749	\$ 13,730	\$ -	\$ -	\$ 7,429	\$ (6,149)	\$ 893,759
Accounts payable – related party	159,331	85,853	53,105	644,819	121,175	(904,952)	159,331
Deferred revenue	3,382,991	-	-	-	98,616	-	3,481,607
Portfolio line of credit	1,025,685	-	-	22,481	-	-	1,048,166
<b>Total liabilities</b>	<b>5,446,756</b>	<b>99,583</b>	<b>53,105</b>	<b>667,300</b>	<b>227,220</b>	<b>(911,101)</b>	<b>5,582,863</b>
<b>Total net assets without donor restrictions</b>	<b>3,695,306</b>	<b>(14,025)</b>	<b>(53,105)</b>	<b>(369,751)</b>	<b>(53,329)</b>	<b>(90,000)</b>	<b>3,115,096</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 9,142,062</b>	<b>\$ 85,558</b>	<b>\$ -</b>	<b>\$ 297,549</b>	<b>\$ 173,891</b>	<b>\$(1,001,101)</b>	<b>\$ 8,697,959</b>

IFMA credentials and online learning enable facility professionals from all backgrounds and experience levels to develop the skills and mastery needed for career advancement.

# Professional Development



# Credentials

IFMA Credentials are held in 100 countries around the world — with CFM credential holders in 46 countries.



## Credential Applications FY20

273  
CFM

1,617  
FMP

199  
SFP



## Credential Holders FY20

2,615  
CFM

191 earned in FY20 | 7,310 earned since 1993

1,207  
SFP

11,676  
FMP

554  
RCFMS

IFMA professional development offerings are guided and produced by world-class experts and draw on our 40 years as the industry leader in FM education.

## Highlights

- Effective June 16th IFMA's CFM program joined IFMA's FMP® and SFP® credential programs in achieving ANSI accreditation. This accreditation provides assurance to customers that the IFMA Certification Commission operates according to internationally accepted criteria.

The ANSI National Accreditation Board (ANAB) recently granted initial accreditation for IFMA's Certified Facility Manager® (CFM®) credential, effective June 16, 2020, under the ISO/IEC 17024:2012 standard. Accreditation provides assurance to customers that the IFMA Certification Commission operates according to internationally accepted criteria. ISO/IEC 17024:2012: Conformity assessment — General requirements for bodies operating certification of persons is an international standard that specifies criteria for the operation of a Personnel Certification Body, including requirements for the development and maintenance of the certification. The CFM program joins two other ANSI-accredited IFMA credential programs: Facility Management Professional™ (FMP®) and Sustainability Facility Professional® (SFP®). IFMA is accredited by ANSI (accreditation #1057) under ANSI/ASTM E2659-09 to issue the FMP and SFP certificates to those successfully completing the programs.

- IFMA conducted a major content update to FMP credential program — in response to COVID-19's impact on classroom courses:

Following cancellation of in-person courses due to COVID-19, we pivoted and launched newly created live virtual FMP courses. Conducted by IFMA Qualified Instructors, these entirely online courses, running 4-6 weeks, allowed individuals to supplement their learning on the four core competencies with additional instructional guidance and support. These virtual courses were made available to individuals in both the previous and current version of the FMP program. Additionally, we have been able to continue working with our partners and instructors during this time of transition as we look to evolve available training options going forward. Individuals who have gone through the virtual FMP courses have found them to be advantageous in helping them to deepen their knowledge and understanding of the four core competencies that the FMP program includes, with some noting that these courses provided the additional insight and motivation to complete their FMP program.

- IFMA developed an FMP Virtual delivery model. Launching new IFMA HQ-led live virtual FMP courses, conducted by IFMA Qualified Instructors, these 4 to 6-week courses supplement the four core competencies training with additional instructional guidance and support.



# IFMA COVID-19 Coronavirus Response

How this pandemic is impacting work and the workplace and what lies ahead in a post-pandemic world is perhaps our industry's greatest challenge, and IFMA is positioned to support its members and the industry through these changes.



01



Launched a comprehensive online  
COVID-19 Resource Center

02



Developed and published IFMA  
Coronavirus Essentials

03



Produced a series of weekly FM +  
COVID-19 webinars

04



Hosted two IFMA Global Virtual Events

05



The IFMA Foundation published an  
updated **Pandemic Manual** to help FMs  
address response and recovery

06



Added live virtual courses to the self-  
study options for Facility Management  
Professional™ (FMP®) students

07



IFMA's COVID-19 Rapid Response  
Team published a **Strategic Framework**,  
including a project plan template for  
facility re-entry

08



IFMA's BETA community sponsored  
a **series** of prospective technology  
solutions for a socially distanced world

09



Collaborated with ISSA, Better Buildings,  
SAME, IBM and others to host content in  
the Knowledge Library



## Testimonials

### IFMA Component Groups

IFMA offers its diverse membership opportunities to engage in component groups, which provide additional focus and support in areas of interest.

- **REGION – 141 IFMA Chapters**
  - New chapters formed in FY20:  
Mexico City Chapter, Suzhou Chapter and Kazakhstan Chapter
- **INDUSTRY - 16 IFMA Councils**
- **AREAS of INTEREST – 6 IFMA Communities**

# IFMA Membership

### IFMA Member Testimonials

**“IFMA has helped me quickly identify issues and answer questions that I would not otherwise recognize or be able to answer.”**

*Ondrej Strup, IFMA Fellow*

*IFMA member since 1999*

*Founder of Czech IFMA Chapter and two times IFMA CZ President (2000–2003; 2011– 2015)*

**“Being a member of IFMA has propelled my career forward in a relatively short time. In two years, I went from being a Building Engineer to a Technical Facilities Manager. I attribute a great portion of this success to IFMA.”**

*Teresa Rodgers, member since 2005*

*Seattle, Washington, USA*

**“My affiliation with IFMA has been invaluable to my professional career, providing educational opportunities and resources essential to successfully managing the built environment. The IFMA family is extensive and always available as an informal source of knowledge and experience to the facility professional.”**

*Howard K. “Buck” Fisher, CFM, IFMA Fellow*



22,368

IFMA Members

6,706

New Members  
4% increase over FY19

112

Countries

78 billion +

Square feet of  
property managed

\$526 billion

In products and services  
purchased annually

70%

United States

30%

International

+9%

Young Professional  
membership (35 years of  
age or younger) over FY19

## IFMA FY20 Highlights

6,706

New Members  
4% increase over FY19

135,399

Total Logins  
Engaged since 2017 Launch

## Award Winners 2019-2020

### Associate Member of the Year

*Tim Burdge, FMP*

### Chapter Award of Excellence in Professional Development

*Boston Chapter of IFMA*

### Chapter Web Communications Award

*New York City Chapter of IFMA*

### Council of the Year Award

*City and Country Club Council of IFMA*

### Distinguished Author of the Year: Research Paper

*Dr. Audrey Schultz*

### Distinguished Author of the Year: Book

*Geoff Williams, CFM, FMP, SFP, IFMA Fellow*

### Distinguished Educator of the Year

*Phyllis Meng, CFM, SFP, IFMA Fellow*

### Large Chapter of the Year Award

*New York City Chapter of IFMA*

### Small Chapter of the Year Award

*Chesapeake Chapter of IFMA*

### Student Chapter of the Year Award

*Chaffey College Student Chapter of IFMA*

### The FM Innovation Award

### Five Chapter SFP Collaboration

*Denver, Greater Phoenix, Dallas/Fort Worth, Capital, Richmond Chapters of IFMA*

### Sheila Sheridan Award for Sustainable Facility Operations and Management

*Emaar Facilities Management*

**IFMA's online community** allows members to share best practices, comment on industry trends and access resources to address real-world FM challenges.

# Online Community

## Since 2017 launch

2,955 New threads created

13,523 Discussion post total

21,529 Unique logins

135,399 Total logins

## Top discussion posts



615

Introduce yourself



173

Add, move and change policy



92

Corporate Facilities Manual

## Top library resources

571

New Facility Opening Checklist

558

Facilities Assessment RFP Sample

485

Facility Condition Assessment Checklist



# Social Media Stats



## LinkedIn

**30,049** Followers  
**27.0%** Increase



## Twitter

**22,305** Followers  
**3.2%** Increase



## Facebook

**12,441** Likes  
**20.1%** Increase



## Instagram

**844** Likes  
**2%** Increase in followers  
each week\*

\*Instagram account started in Jan 2020



## Youtube

**2,467** Likes  
**43%** Increase

## FMJ Social Media Monthly Averages

Subscriptions

**3,855**

Print Subscribers

Twitter

**7,530**

Likes Monthly

Facebook

**1,913**

Likes Monthly

**1,919**

Followers Monthly

## IFMA.org Stats

**872,754**

Sessions

**436,658**

New Users

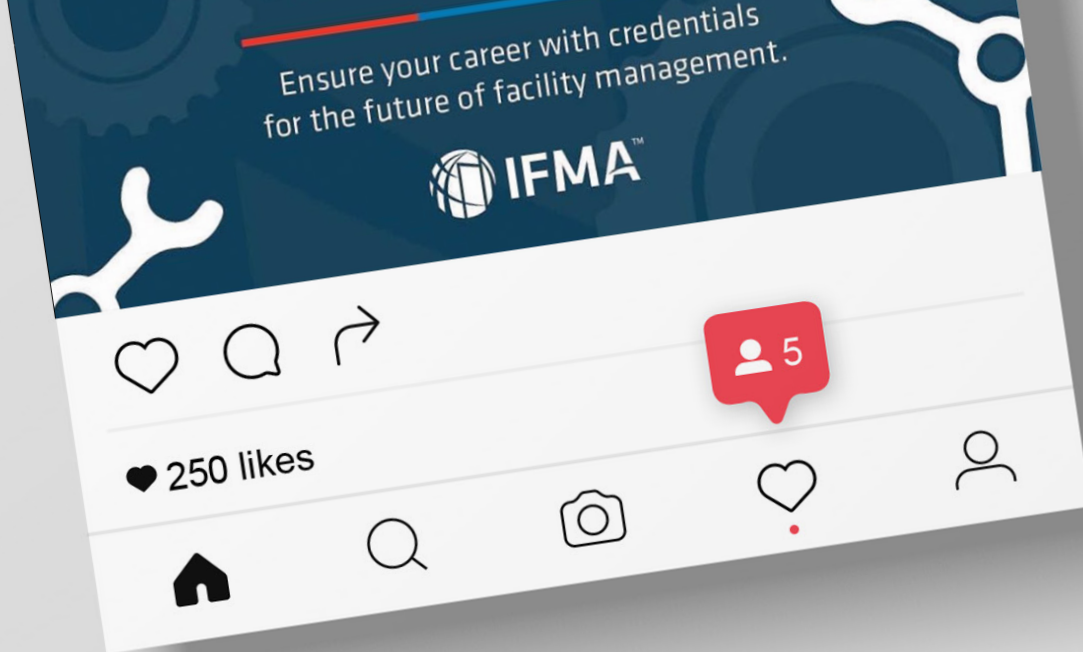
**3,198,559**

Page Views

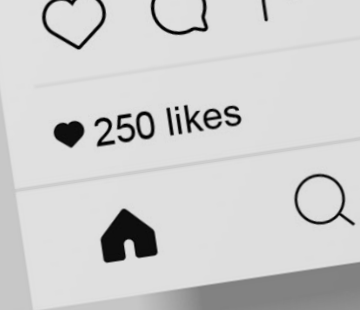
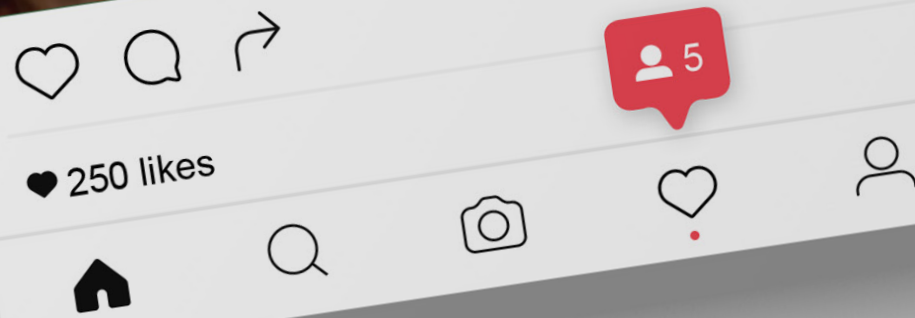
**31%**

Bounce rate

(low vs. 55% industry benchmark) based  
on Google Analytics' Professional & Trade  
Association category







**IFMA is committed** to enable, empower and equip facility management professionals.

# IFMA Strategy Plan

## Changing the FM Conversation

### Vision

To be the global standard and resource for facility management.

### Mission

To advance the professional discipline for facility management worldwide.

### Credo

We believe people come first. We are committed to enable, empower and equip facility management professionals. We will provide training and knowledge sharing to support safe, sustainable and resilient workplaces focused on achieving the organizational goals. We are committed to advancing the industry by conducting all of our activities in accordance with our core values as stewards of the built environment.



## Grow + Retain

Membership



## Increase

Global Awareness



## Amplify

Marketing + Communications



## Expand

Global Professional Development



## Change

Conversation to Innovation, Technology & Sustainability



## Build

Financial Reserves

Learn

Connect

Advance

## Supporting Standards and setting them.

IFMA's Knowledge Library provides access to thousands of facility management resources created and peer-reviewed by industry experts. As the largest collection of high-quality articles, videos, podcasts and research, the Knowledge Library helps you solve day-to-day facility challenges, learn best practices, and stay up-to-date on the latest topics and trends.

### Top 10 Downloads

- 1 Redefining the Executive View of Facility Management (FM)
- 2 Is There a Standard in Rooftop Fall Protection?
- 3 An Inside Look at FM Outsourcing Research Report 27
- 4 Facility Management History and Evolution
- 5 Sustainability How-To Guide: Global Green Cleaning
- 6 IFMA Strategic Framework– COVID-19
- 7 Change Management and the Facility Manager
- 8 Raising the Bar 3: From Operational Excellence to Strategic Impact in FM
- 9 Project Plan Template for Re-entry to Facilities after COVID-19
- 10 Sustainability How-To Guide: Carbon Footprint

# Knowledge Library

#### Users

Total users: **5,680**  
Annual Knowledge Pass subscribers: **833**  
Average new users per month: **99**

#### Content

**179,955**  
Total Downloads (all-time)  
**29,355**  
Total Downloads (FY 20)  
**1,080**  
Total pieces published:

#### Content Types

- Articles
- Benchmarks
- Blogs
- Case studies
- How-to's
- Podcasts
- Presentations
- Research
- Templates
- Videos/Webinars
- White papers



IFMA understands the profound importance standardization has on our industry and profession and supports continuing to build a common language and understanding of FM best practices among facility managers globally. Standardization of the industry helps to advance FM as a profession and demonstrates the key contributions of FM to the organizations they serve by supporting effective, efficient and sustainable operations.

## IFMA's support of the development of global standards

- **IFMA has served as the administrator on behalf of ANSI\*** to the U.S. technical advisory group for ISO/TC 267\*\*, Facility management, since 2012
- **IFMA provided support for the convener role developing ISO 41001:2018**, Facility management – Management systems – Requirements with guidance for use
- **IFMA members are key contributors** to all ISO/TC 267 working groups
- **IFMA coordinated member feedback to the International Fire Safety Standards Coalition** for the International Fire Safety Standard – Common Principles
- **IFMA identified collaboration opportunities to standards developing organizations**
- **IFMA identified liaison opportunities** to the European Committee for Standardization (CEN)

\* American National Standard Institute

\*\* The International Organization for Standardization's Technical Committee for developing FM standards

# Global Standards

IFMA is a key contributor to development of global standards for facility management.

When challenges arise...

We Pe

# Conferences & Events

## **World Workplace China**

Aug. 29 – 30, 2019  
Suzhou, China

## **World Workplace Phoenix**

Oct. 16 – 18, 2019  
Phoenix, Arizona, USA  
**4,602 attendees**

## **World Workplace Europe**

Transitioned to virtual due to  
COVID-19

## **World Workplace Asia**

Cancelled due to COVID-19

## **Facility Fusion**

Transitioned to IFMA Global Virtual  
event due to COVID-19



# persevere

## Upcoming Events

### **World Workplace Europe 2021**

Virtual + Live (hybrid)  
March 17 – 18, 2021

### **Facility Fusion 2021**

Virtual  
April 20 – 22, 2021

### **World Workplace Asia 2021**

Virtual + Live (hybrid)  
July 7 – 8, 2021

### **IFMA Global Canada**

June 9 – 10, 2021

In a year largely defined by the COVID-19 pandemic, IFMA's government affairs team worked with policy makers to have FM designated an essential workforce.

Through existing relationships and channels, the team highlighted the frontline role of FM in response and recovery efforts. As a result, awareness of FM's necessity in sustaining critical infrastructure has heightened among policy makers in the U.S. and other global markets.

# Government Relations





**FY20 was a year of transition for governments in the United States and Europe, IFMA continued to work with decision makers and stakeholder groups around the globe to promote common sense public policy that recognizes the role and value of effective facility management.** Through our education and advocacy programs, supported by a dedicated group of FM leaders, IFMA has succeeded in

promoting training and certification for FM personnel, reducing waste in public sector buildings, ensuring better utilization of private sector best practices and enhanced use of IFMA resources. Now more than ever, decisions made by governments on the local, national and international level have an ever-increasing impact on the business of facility management.

## IFMA's Advocacy program

**By making FMs a visible and reliable part of these conversations, IFMA's Advocacy program continues to drive value for our membership and recognition for the profession including:**

**01 Election as Chair of the High-Performance Buildings Congressional Caucus**

**04 Recognition of effective FM as a resource to improve Energy Performance of Buildings**

**07 Selection for leading public sector Advisory Boards**

**02 Expanded Chapter Representation at IFMA's Advocacy Day and Public Policy Forum**

**05 Congressional Hearing focused on High-Performance Buildings**

**08 Ramping up for increased advocacy effort commencing with the new European Union Parliament term**

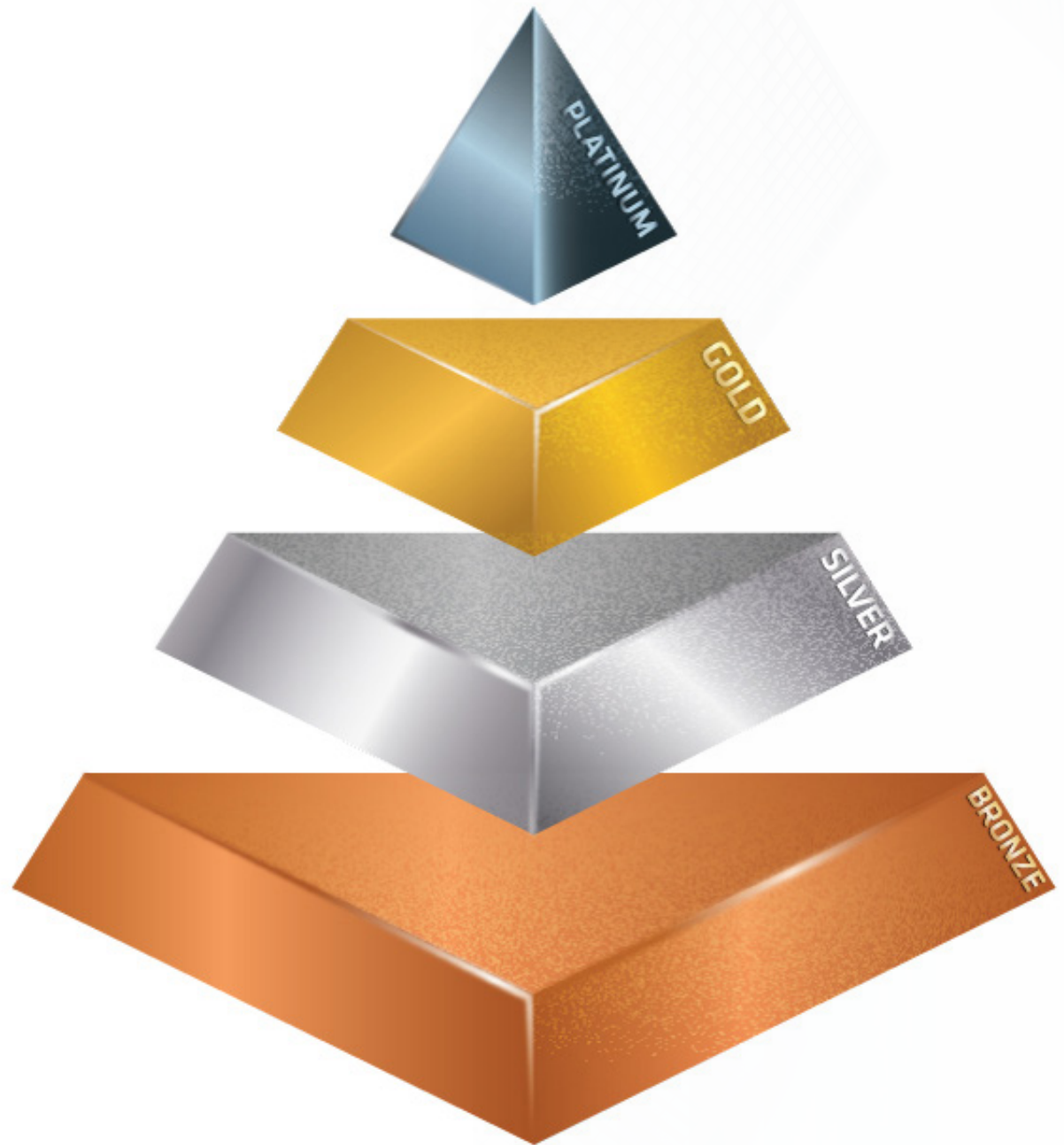
**03 Increased use of IFMA training and membership by Public Sector Partners**

**06 Growth of Public Sector FM Training and Apprenticeship Programs**

As leaders in their respective industries, IFMA CSPs are constantly innovating.

These best-in-class organizations make a substantial investment in the facility management community, contributing more than half a million dollars annually to the association. As advisers, topic experts and change leaders, they are committed to the success of the professionals they support.

# Corporate Sustaining Partners





## To help IFMA professional members make informed decisions about their facilities, CSPs:

- 1 Partner with IFMA to create informative webinars and content, including recent COVID-19 resources that helped guide FM's through the effects of the pandemic
- 2 Share survey and research results
- 3 Share information on new methods and groundbreaking products
- 4 Contribute industry white papers and case studies to IFMA's Knowledge Library
- 5 Contribute articles to FMJ magazine
- 6 Partner with IFMA to fund research, benchmarking and educational projects

## IFMA's Corporate Sustaining Partners

### Platinum

Otis Elevator Company  
SoftBank Robotics

### Gold

C&W Services  
Kimberly-Clark Professional

### Silver

ABM  
Al-Hajry Overseas  
Amentum  
Aramark  
ARC  
Armstrong Ceilings  
Biamp  
City Facilities Management  
Connectrac  
CORT  
Davies Office  
EDF Renewables  
Emcore Facilities Services  
Excel Dryers

FM:Systems  
FreeAxez  
Honeywell  
IBM  
iOffice  
Kastle Systems  
milliCare Floor & Textile Care  
Mohawk Group  
NewPig  
OpenSensors  
SCLogic  
Sodexo  
SpacelQ  
Spacewell  
Steelcase  
Tangram Interiors  
Tarkett  
United Facilities Management  
Vari  
Wisp by Gensler

### Bronze

Al Shirawi Facilities Management LLC  
Ambius  
BARQ Group  
Belfor USA Group  
BGIS

Canadian Base Operators  
COIT Services, Inc.  
Controlled Environments, Inc.  
Corporate Care  
Engineering Maintenance Company (EMCO-Qatar)  
Facility Engineering Associates  
Facility Management Services doeel  
Forbo Flooring Systems  
HID Global Rastede GmbH  
Jacobs  
Kimball  
Lencore Acoustics Corp.  
LogiSon Acoustic Network  
MasterCorp  
Planon  
REDLEE/SCS, INC.  
Renaissance Services SAOG  
Rentokil Steritech  
Rheem Manufacturing  
Securitas Security Services USA  
Staples  
Sunbelt Rentals, Inc.  
Sunline Office, LLC  
Trimble (Real Estate Workplace Software)  
Unika Vaev  
Veritiv  
Versteel

For more than 30 years,  
IFMA's FMJ has continued  
to be the international  
standard bearer magazine  
for FM professionals.

# FMJ Magazine







## For the fourth consecutive publishing cycle, the FMJ has increased its issue-to-issue paid subscription numbers.

In Calendar Year 2019, the number of paid subscriptions for the print edition fell from 4,292 to as low as 3,655 (November/December 2019) by the end of the year. **From that low point, the number has risen to 4,124 for the July/August 2020 issue – a 12.8 percent increase.**

The FMJ offers its audience globally applicable best practices and takeaways written by FM professionals for FM professionals.

The FMJ showcases real locations, professionals and opportunities to grow through

features including: My Facility, Member Spotlights and highlighting IFMA's Accredited Degree Programs for college students. FY2020 has reignited FMJ's commitment to true global coverage by expanding global representation through a broadened collection of international articles and authors.

Distributed six times per year in print to subscribers (January, March, May, July, September and December) the digital online version provides enhanced content including extra articles, videos and podcasts.

## FMJ Magazine Stats

### Readership Insights

- 1 **53.3%** Facility Director
- 2 **22.6%** Operations
- 3 **50%** in industry 20+ years
- 4 **42%** exclusive decision makers for FM purchases

### Top Sectors Represented

- 1 Manufacturing/industrial
- 2 Nonprofit
- 3 Banking/finance

### Top Professional Challenges

- 1 Cost management
- 2 Staffing/personnel
- 3 Occupant relations/customer service



## Seated (L-R):

Laurie A. Gilmer, John Carrillo, Peter Ankerstjerne, Graham J. Tier

## Standing (L-R):

Colette Temmink, Hari Hegde, Lorri Rowlandson, Michael Redding, Kate North, Dean Stanberry, Mindy Williams-McElearney, Jos Duchamps

## Missing:

Luis Morejon

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Global FM and Experience Services Lead  
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**Bobby Vasquez**, FMJ Editor  
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**Grady Hughes**, .NET Developer  
**Louie Kafka Jr.**, Front-End Web Developer

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**Christina Gonzales**, Specialist, Program Support

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