The Voice
Of Silicon Valley Facility Management

IFMA Advocacy Day
Fun on Capitol Hill

Membership Mixer:
Diversity Block Party

Community Outreach:
Beach Cleanup

September-October, 2010
2010 Chapter Sponsors

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**Coming Events**

October 20  Chapter Meeting  Future Trends in Facilities Management  Cypress Semiconductor
Oct. 27-29  World Workplace  Atlanta, GA
November 4-5  FMP Class  Leadership and Management  SAP
November 10  FM Roundtable  Safety in the Workplace  NetApp

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Bay Area Building Management Guide
President’s Message

Succession Planning at IFMA-SV

Succession planning is an important part of any successful organization. We all know that change is a part of life and here at our chapter we plan on it.

Starting in August of each year, the Immediate Past President forms a committee to recommend the chapter officers for the next year. Our chapter operates on the calendar year, so we need to have our new officers in place by January 1. For the past two years the Immediate Past President has met with the chapter’s Past President Advisory Committee, a group of six past chapter presidents, who have agreed to advise chapter leaders as needed.

This year’s timing for Board Elections and Ballot for 2011 candidates will be:

- The list of candidates will be compiled by September 30th (complete).
- The Ballot will be submitted to the Membership at the regular meeting at least 60 days before the end of the term, so that will be the Oct 20th Meeting this year.
- The Final Ballot will be posted on SiteScape for all members to vote by mid-November, allowing two weeks for voting.
- The results will be broadcast to our members in early December.

The officer election is just the tip of our organizational iceberg. Without the rest of our chapter volunteers there is no way that we’d be able to provide you with the events and educational offerings that you deserve and expect from your chapter. Here’s a sampling of what we will be working on for the remainder of the year to spearhead 2011:

1. Hold Board Officer elections and fill the remaining board positions;
2. Establish programs and the sponsorship brochure;
3. Recruit next year’s metal and sustaining sponsors;
4. Involve committee heads in budget planning for their respective committees to assist in developing a master budget for next year;
5. Identify committee heads and strategic initiative owners as part of our balanced scorecard (succession planning). Review our performance on the balanced scorecard for 2010 (with each owner reporting on their initiative), and, working with their committees and utilizing lessons learned, develop targets and goals for next year;
6. Hold an annual strategic planning event open to all chapter members;
7. Identify volunteer gaps and fill them;
8. Thank and recognize our chapter sponsors and volunteers for the tremendous support that they provided to us in the past year.

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With each passing day, I realize there is even more work to be done! In the world of facilities and facilities management, there is tremendous work to be done in educating and training our workforce in the multiple tasks their profession demands. In addition, there is a need for continuing education to keep abreast of industry developments and evolving technologies. On another level there is a need to bring awareness of the profession to the general public and an appreciation of the facilities professional’s role in determining our environment — both natural and manmade.

Probably the most critical and challenging task is one that will make all the other tasks a lot easier — and that is to enlist the support of our elected representatives. With multiple special interest groups, many with deep pockets and lobbyists to support their cause, the facilities profession is not the best equipped to compete for attention. However, we can’t afford to let that deter us and with the dedication of a few motivated leaders amongst us, will slowly but surely get heard.

On another note, at the DOE sponsored Labs for the 21st century annual conference (where I had the opportunity to participate and present last week), there were several discussions and presentations on novel ways to reduce energy consumption in our buildings. You may want to check this out at:

I also learned that the architecture department at Virginia Tech University, with IFMA support and feedback, is building on the information based BIM to create a more knowledge based BIM. In high energy consumption buildings the knowledge based BIM holds great promise, but there is an industry wide need for training and additional support staff for maintaining BIM through the life of the building to reap it’s full benefit — all of which is still several years away.

At the end of the day, it is our primary endeavor to make this world a better place to live in. Community support is powerful and something even our representatives can’t ignore. Maybe our efforts there may be more fruitful, but that remains to be seen.
IFMA Advocacy Day: Fun Times on Capital Hill

On September 21 and 22, I attended the 5th annual IFMA Advocacy Day in Washington, D.C., an opportunity for IFMA members to meet with their elected representatives concerning legislation important to the FM profession. As Congress works to complete legislation promoting training for federal facility managers and in light of the continued debate over ongoing efforts to “green” government buildings, IFMA chapters and councils from around the country sent representatives to Capitol Hill. Of the twenty plus IFMA members who participated in this exciting event, ten were from California.

The event started with a training session led by Jeff Johnson, IFMA’s Director of Advocacy and Jim Wise, IFMA’s advocacy partner. The session covered an overview of the current political environment in Washington DC, followed by a fast-paced session that provided advocacy novices like me with tools for effective advocacy and IFMA’s grassroot advocacy tool – Congressweb. We also learned about IFMA’s position on certain issues and what to expect in a meeting with a member of Congress. It was quite a bit to digest in just a few hours.

The three main points policy “asks” that we discussed with our representatives were:

1. Support for the Federal Building Personnel Training Act of 2010, HR-5112 and S-3250. The Senate bill has passed and we hope that the House will act on their bill, which is almost identical, before Congress adjourns in a couple of weeks. The pitch was that since President Obama issued Executive Order 13514 in early 2010, funding is required to provide the necessary training to FM professionals who need to meet the mandated requirements of reducing the energy costs of the buildings that they manage.

2. Request that our representatives join the High Performance Building Congressional Caucus and that our senators form a similar caucus. Caucuses are important ways for our congress to discuss possible new legislation in a forum prior to crafting bills.

3. Ask that they vote to continue funding for the GSA Office of High Performance Federal Green Buildings. Funding for this initiative was approved in the stimulus package in early 2009 and is scheduled to end in October unless Congress approves additional funds.

While all three “asks” have bipartisan support, our elected officials need to hear that their constituents believe that these items are important enough to move them to the top of the legislative pile.

The top three benefits that IFMA believes why Democrats would support these requests are:

• We need to invest in people (Human Capital), not just infrastructure
• They support Workforce Development
• They will improve American Competitiveness

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In order to a better job at long term succession planning for the chapter, (items 5 and 7 above), we will be implementing a new process for all of our current and future chapter volunteers. This process, to be managed by the chapter Vice President, will ask that every volunteer complete a simple, one-page “survey of future interest” that will give our members an opportunity to share their volunteer experience with chapter leaders, and more importantly, their interests in the many different volunteer opportunities within the chapter.

I believe that chapter members who get the most out of their volunteer experience are those that start with a team project, like a special event or as a committee member that will enable them to take on future additional responsibilities as they become familiar with various chapter functions.

Looking back on my own chapter involvement, this is how I progressed from committee member to committee lead to board member and then to chapter president. I didn’t start out thinking I wanted to be chapter president, but I found my involvement in the chapter to be rewarding and I eventually realized that being chapter president was something I aspired to. Of course, not everyone may want to be chapter president, but we want to make sure that your volunteering experience is as rewarding for you as it has been for me.

Advocacy Day: Fun Times on Capitol Hill

The top three benefits that IFMA believes why Republicans would support these requests are:

- They provide taxpayer paid asset protection
- It makes good government sense
- They are a follow-on to Bush era executive orders

The next morning we were bussed to the Capitol building where we attended a session jointly hosted by IFMA President and CEO, Tony Keane and Lynda Stanley, Director of the Federal Facilities Council. For three hours, we heard presentations and policy positions from high-level officials from GSA, the State Department, Public Works legislative attorneys involved with energy policies and three congressmen.

The highlights for me were:

- That there is quite a bit of bipartisan support in both the House and Senate for future legislation, tax relief and code changes that would encourage building owners to invest in their buildings to lower energy consumption.
- Hearing about some exciting government projects, including 14 LEED Gold and 13 LEED Silver projects at Fort Carson in Colorado.
- Hearing how the GSA used stimulus money to transform a leaking, energy-wasting 1975 government building into a building that actually acknowledges its environment (each facade will be different, including the world’s tallest deciduous trellis - see computer image (right) for its “summer look”) to reduce energy costs.

Here's what the building looks like today:
Since I had two hours between the morning session and my first appointment in the afternoon (Senator Feinstein’s office), I was able to walk around the U.S. Capital building and even spend 20 minutes in the Senate Chamber / Gallery while it was in session.

After a quick lunch in the basement of the Senate Hart building, I and three other California IFMA members introduced ourselves to one of Senator Feinstein’s aides. Six more California-based IFMA leaders joined us in the last five minutes of our appointment.

Here are a couple of logistical tips if you visit staffers in your representative’s office:

• Be sure to bring plenty of business cards as they are used to track attendees and are taped to pages that become a part of your office visit record
• Be early for your appointment, as they are generally only 15 minutes long and you don’t want to spend half your time getting signed in
• Spend 5 minutes of your appointment introducing yourself and the organization that you represent. None of the three staffers that I met with had heard of IFMA previously. Bring some literature for them if they want to find out more.
• Be prepared. Know your top two or three request / asks and state why this is important. This is key – they expect constituents to ask for something (why else would you be there?).
• If you have a few extra minutes, connect the dots – go over your key points a second time and state how they personally affect you and your organization. Robert Ule (Redwood Empire chapter) with JDSU did a great job explaining to Byron Brown, Legislative Fellow for Diane Feinstein, how IFMA’s training made him a more knowledgeable and valuable employee to his company after receiving training from IFMA.

With the first one behind us, our meeting with Denise Braemer, Legal Research Assistant for Senator Boxer, was more relaxed since all ten of us were able to meet with Ms. Braemer for the entire 15 minute appointment and the message was the same. My final meeting of the day was held on the other side of Capitol Hill at the Cannon House Office Building in the office of Congresswoman Zoe Lofgren. Since I was joined by only an advocacy partner our meeting with one of the Congresswoman’s staffers was held in the Congresswoman’s office lobby.

I asked our advocacy partner whether one ever actually meets with the elected official since I hadn’t in my three meetings. He told me that it does occasionally happen, but meeting with a staff member is more common and usually better, because the staffers can generally spend more time with you, do not get interrupted and their notes on your meeting get discussed with the elected official who can contact you if they have questions.

One of the key takeaways that I gained is that the advocacy process is a long one. IFMA started 10 years ago simply by getting acquainted with the process, learning the ropes and understanding the issues and legislation long before becoming more actively engaged. Similarly, there is still a long road ahead of us to enact the type of legislation required to reduce the energy and greenhouse gases that are required to make the type of impact required for a more sustainable future. Last week was just one step in the process; our chapter needs to become more engaged to shape a better future rather than react after the fact.
IFMA-SV Does It Old School To Bring In The Leaders Of Tomorrow

Live music! Great people! Great food! Great cause! This year, IFMA Silicon Valley’s Membership Mixer transformed from a member appreciation event, and took it back old school with an urban block party celebrating the diversity of our community and raising funds for the newly established Diversity Scholarship Fund.

With the support of our membership and so many proud and gracious sponsors, we combined appreciation for the chapter with support for the future of the Facilities industry. July 21st, 2010, members and guests arrived at a vacant commercial building on Zanker Road in San Jose, and entered a diversity block party complete with ethnic neighborhoods, Chinese lion dancer, mariachi band, dunk tank, jazz trio, some of the best ethnic catering trucks from around the bay, and a fuel cell to power the whole thing!

The parking lot overflowed and by the end of the short three hour night, the IFMA-SV Diversity Committee was proud to announce they were able to raise over $12,000 in proceeds which will go directly to fund scholarships for 2011! These scholarships will go to benefit diverse youths in our local communities in need of resources, education, and mentoring to guide them to the next level and to a successful future through Facilities. Thank you to each and every one of you for making scholarships possible for the next generation of Facilities Managers in Silicon Valley!

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Mixer
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Mixer
Continued from pg. 9
Thank you to all of our sponsors:

Raffle Prize Sponsors:

- Arborwell
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- Customized Performance
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- Gachina Landscaping
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Diversity Scholarship Patrons for continued support of Diversity Scholarship programs from IFMA-SV:

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- Alfatech
- Bob Dills
- Cosco Fire
- Diversified Protection Systems
- DMS Facility Solutions

- Green Data Solutions
- John H. Hackett
- Julie O’Loughlin
- Skyline Construction
- Studios Architecture

On behalf of the IFMA-SV Diversity Committee & Membership Mixer Planning Committee, thank you to everyone involved with making this event a huge success!
Nichole Stephenson
Teladata
Business Development
4 years

Nichole has served on the Professional Development committee for 3 years, and on the Special Events Holiday Party and the Special Events Vendor Fair committees for 1 year.

Why do you volunteer?
Volunteering at IFMA has been a great way for me to meet and build relationships with Facilities Professionals in the Bay Area. Working on a committee not only gives me the opportunity to contribute my input on events that IFMA organizes but has also allowed me to make new friends in the industry! Since I started volunteering with IFMASV, I have learned so much more about the organization and the industry from individuals that I now consider my mentors. Participating on the committees and volunteering for events also gives me the opportunity to work on projects that I might not otherwise get to work on in my day-to-day job.

What does your company do?
Teladata is an established consulting firm that specializes in the design, planning, and project management of converging technologies: Data Centers, IT Infrastructure, Monitoring, Audio Visual, Telecommunications and Security. Our unique phased methodology approach to projects has earned the vote of confidence from high-visibility clients and organizations in all sectors — throughout the U.S. and globally — from technology to financial, legal, bio/pharmaceutical, semi-conductor, retail, and more. Acting as client advocates, we step in to take full ownership of the project and provide the leadership and technical skills necessary to meet the objectives, maximize resources, and save time and money. We always keep the best interest of our clients as our top priority!

Scott Schipper
KBM Workspace
Business Development

Scott has served as Co-Chair of the Membership committee for 2 years.

Why do you volunteer:
I volunteer for many reasons, but mostly because I enjoy being able to give back to the community. Besides IFMA-SV’s many events, I spent many years coaching baseball and soccer, volunteer at my kids’ schools and spent a week in Pascagoula, Mississippi doing Katrina relief work. And, of course, the other reason is that, as a Business Developer, I am able to build many business relationships and friendships with professional and associate members.

What does your company do?
KBM Workspace is a full service office furniture dealer serving the Bay Area and beyond. For over 60 years we have helped our clients develop long term facilities solutions. The KBM Workspace team are experts in workplace trends and ergonomics and offer a consultative approach to designing workspace. We represent high quality furniture manufacturers such as Knoll, National and Global. Our products and solutions are showcased in our state of the art showroom facility in downtown San Jose.
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Jose Diaz
Window Cleaning & Pressure Wash

Debbrah S. Dizon
MobileFrame

Craig D. Herlan
Grubb & Ellis Company

Dennis A. Lopez
Altera Corporation

Jamie R. Moore
DPR Construction, Inc.

Satit Naungjumnong
DpiX, LLC

Cory Taylor
Facilities First

Sarah Vitale
AB SCIEX
If you were counting, you know that this was IFMA's Community Outreach Committee's twelfth annual beach event. Also, if you were counting, you certainly know that this was John Ellis and Marc Lohela of Herman Miller's twelfth year of sponsoring the event. Good economy or bad they have stuck by this event and like all of you take a day to help maintain our beachside environments.

This year, event coordinator (again for the twelfth year) Janis Zinn moved the event northward to Half Moon Bay. While in the past we have mainly performed beach clean-up activities, this year we engaged in a dune and bluff native habitat restoration. Much sexier title, much more work and way more personally rewarding.

Apparently the new venue was a hit as we set a new high water mark for attendees with 43. We met at Francis Beach and were greeted by lead ranger and naturalist, Joanne Kerbavez. She typically addresses youth groups, so was deftly able to deal with our juvenile band of adventurers!

Our mob was divided into two groups with one heading off to wade through the tundra and surgically pluck out non-indigenous plant species while the other trudged though undergrowth and hacked out larger breeds of menacing invaders. After one hour, the groups swapped assignments. I, for one, felt like staying at each of my posts for much longer. There was a lot left to do!

Prior to heading out, Janis armed us with a list of 12 habitat restoration based words and this year's objectives for securing the coveted gift card prizes this event is known for. Our marching orders were, in addition to weed capituation, was to find a way to incorporate 10 of the 12 into a skit, dance, song, poem or whatever other medium you deemed appropriate. We have always had some zany entries and this year was no exception.

Our presenters included Raffy Espiritu on guitar and vocals performing an original composition entitled, “Time to Unwind Now, You've Gone Too Far,” Bob Kraiss, Patty Hall, Jennifer Olsen and Rachel Zinn letting loose on a comical Native American story, Cynthia Ruby and John Ellis reading an original composition incorporating all twelve assigned words and Mark Beaudreau providing a dramatically recited and very clever poem. All were worthy, so prizes for all!

With the hoopla subsiding, dinner was served. Waves crashed in the background while everyone ate and casually chatted. Another fun, focused and fruitful event complete! Thank all of you who joined us both for this year and years in the past. We look forward to seeing you all again next year. Thank You, IFMA's Community Outreach Committee.

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Outreach the Beach
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John Ellis and Cynthia Ruby

Melody Spradlin

Raffy Espiritu

Mark Beaudreau
Outreach the Beach
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Getting instructions

Weed Whackers

The gangs all here — 43 strong!
### 2010 PROGRAM CALENDAR

Silicon Valley has one of the most active and successful IFMA chapters in the world. The monthly meetings expose members to an extensive network within their profession, while the training classes and lectures are directed toward improving the member’s skills. The Facility Management profession changes dramatically year-to-year, demanding more and more from facility professionals. Silicon Valley Chapter of IFMA strives to provide educational and networking opportunities for the industry.

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<th>DATE</th>
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<td>Be Yourself: Everyone Else is Already Taken</td>
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Visit us at [www.ifmasv.org](http://www.ifmasv.org) to register for these events and to learn more about our programs for the year.
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NetApp provided a wonderful venue for the September meeting on Global Facilities Management. The panel explored the nuances of working offshore. The changes can be challenging, if you don’t stop to think through the variation in the people, processes and place. Consistent advice from the panelists was to first stop, listen and observe how things are done locally. There are many things to learn from how others approach work.

**Global Challenges Top Highlights**

**People:** quality of consultants, quality of labor pool, shared understanding of urgency/timing/schedule commitments, cultural differences.

**Process:** Expectations of provided amenities, expectations of operations, sustainability standards, local codes / permit process, construction details, quality control, real estate market data

**Place:** Expectations of space, cost variances for material and labor, supply chain challenges

**BLAIR BAKR**
Senior Director, US Projects/Int’l Real Estate at Oracle

Blair has worked in Europe, Latin America and Asia. His focus was on Oracle’s most recent China and India offices. Blair Bakr led off the discussion by delving into off-shoring issues and the pros and cons of leasing versus building to suit.

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Some off-shoring issues he faced were competition, remote management difficulties, language, infrastructure, regulatory hurdles, import duties, political/cultural/religious, security, inconsistent service providers, untrained/unskilled laborers, and standards creep.

In terms of real estate leasing, pros were quick delivery, that the facility is handed over fully operational, leases can be for shorter periods of time than in the US, there is easy termination, and lease negotiations are flexible, allowing for modifications to suite as required.

Cons are that the space is not designed with the building core concept in mind, bathrooms can be located in remote corners of the floor, corridors are often very circuitous, space of acceptable quality standards is harder to come by, and in certain areas roads, power, water and sewer infrastructure is inadequate. Rents are rising with increasing demand and large, unsecured security deposits are required which are often difficult to get back. If there are any disputes, it is nearly impossible to get restitution. It is best to negotiate some type of settlement and walk away.

In terms of build to own, the pros are that you can build to your needs, you can allow for head-count growth, you have more direct exposure and control of costs, the layout of buildings will include appropriate infrastructure to support operations, as well as space for amenities like cafeterias.

Cons are shortage of large land parcels, difficulty in bundling of small land parcels that requires a lot of legal work. Some owners do not operate per Oracle standards, there is a lack of good contractors, many tasks are performed by hand or with rudimentary tools, there is inconsistent or a total lack of training of work force, and the risk with local construction practices and safety issues are more directly transferred to Oracle.

TED LAWSON
Director, Americas Real Estate & Facilities at Citrix Systems, Inc.

Ted shared the experience of building Citrix’s Prestige Dynasty building; which had its grand opening ceremony last month.

In terms of designing space to meet cultural needs, the space included tables designed with two levels of seating-chair seating or squatting on a raised platform. Areas were designed to accommodate meditation and prayer. The café areas are provided with complimentary food, and lobbies are open and inviting to all visitors.

With regard to recycling, there is little waste in India’s offices. Recycling of paper, etc. is a lifestyle. Other sustainable efforts (LEED) are not pursued.

The workers in India are very dedicated and have a great work ethic. The office is occupied very late every night. There is increased loyalty to the country and company.

Regarding construction standards, although the methods were often more rudimentary, with investment in proper training, remarkable results could be achieved. Sometimes customized hand crafted details add to the unique and special quality of the finished product.
BUILDING YOUR VISION

OFFICE INTERIORS
CORPORATE CAMPUSES
HIGHER EDUCATION
RETAIL
HOSPITALITY
STUDIOS
SEISMIC & HISTORIC RENOVATION
KRIS WAFLER
Senior Manager, Business Services at NetApp

Her experience in India has been on the operations side of the business. Operations in India are similar to US, but different in many ways. It takes much more effort to get a simple task done. There are many cultural nuances to be aware of – you’re working in someone else’s country and there are different rules & regulations.

On her last trip to Bangalore, she went to lead her department operations team in implementing financial software. A huge part of that task was setting up processes for shipping and receiving. They had recently had a change of department personnel, and the team was completely brand new to the company. Her counterpart had only been there for 2 months.

In order to help them develop the Shipping & Receiving processes, she quickly found out about STPI. STPI is a government agency that was set up in 1991 to promote the development and export of software and software services. All capital goods coming into and leaving their Bangalore office are governed by STPI. She has to maintain a bonded warehouse and ensure paperwork and audits. However, the benefit of that are very nice tax incentives.

But this also adds in complexity to their processes. They finally went through the steps and got their processes to run smoothly.

The food service is another area that’s quite different than in the US. In her office, food is catered. Employees are given meal tickets, which is subsidizing in a different way. In the break rooms they offer tea and 7 types of cookies. Vending machines are not popular.
Facilities Managers Role in Safety of Service Providers

Larry Morgan CFM, RPA, FMA, SMA

You are having an electrician do some upgrades and see the worker on the top step of the ladder; a plumber is fixing pipes with power equipment in standing water; exterior windows are being washed off controlled descent equipment, with no cones below identifying workers above; a landscaping company is mowing lawns and the workers do not have personal protective equipment on.

These are some of the everyday activities that happen in our FM world. What is your role in ensuring that tasks you contract for are being conducted in a safe and efficient manner not only for the workers themselves, but for the employees and guests on the site?

Let's discuss the role of liability in what is commonly termed "higher duty and standard of care". I am not a lawyer but I do know that there is a significant difference between negligence and gross negligence. Basically, if an accident happens and the cause of the incident was not apparent to you, it is negligence. Gross negligence exists if an accident happens and you were aware of the cause but did nothing to remedy the situation. Example: A visitor walks into a bright shiny lobby on a rainy day (upcoming season appropriate). They slip, fall and hurt themselves, or worse, on the wet floor. No warning signs, no walk off mats, etc. were present. In many cases (if and when it becomes a legal issue) it would be clearly a case of gross negligence on your behalf. You knew of a hazardous condition and did nothing to remedy it.

Another example: a vendor is washing windows on a 20 story building using the building's controlled descent equipment. The building does not have an Operational Procedure Outline Sheet (OPOS) specific to the facility and equipment. Something either procedurally or mechanically happens that cause injuries or, in the worse case, a death. Is the building's representative held responsible? For the most part, YES.

So as Facilities professionals we are held to a higher standard and duty of care for our facilities based on the simple fact that we are considered subject matter experts (SME) and our actions or lack thereof are viewed much differently when it comes to safety.

At a minimum, all of our roles, including those of our support vendors, are to remember:
1. Safety is the highest priority of your job. Act accordingly, budget appropriately and never assume anything when it comes to the safety of anyone on your site.
2. Provide and or review documents of Injury and Illness Prevention Programs specific to the tasks being conducted.
3. OPOS where applicable are critical pieces of documentation
4. Cheap labor, cheap contracts when it comes to safety is a recipe for disaster. Do Not Go There.

We all owe a great deal of gratitude to the men and women who support our core business activities. Their health and safety are entwined with ours in so many ways. Hold yourself and your support vendors to the highest standard and duty of care so we all can “Live Long and Prosper”.
This past June, Service by Medallion was recognized for its exemplary environmental performance in the commercial building maintenance industry. The Acterra Awards ceremony, held at the Crown Plaza Hotel in Palo Alto, honored and awarded eleven outstanding environmental programs to companies and organizations such as Applied Materials, UC Santa Cruz and Webcor Builders. Acterra is one of the Bay Area’s oldest and most prestigious environmental recognition programs and is heavily respected due to its rigorous application and judging process. By their definition, an Environmental Enterprise is one that “develops an innovative environmental solution that provides a significant social and environmental benefit that is technically and commercially feasible”.

The award was given after a thorough review and scrutiny of Medallion’s headquarter office and its business operations. The judging committee was particularly impressed with their dramatic reduction of chemical usage, their extensive fleet of Hybrid vehicles, their comprehensive employee training program, and their Mountain View green certified facility which serves as a model of sustainable building operations.

**So what is Medallion doing to be an Environmental Enterprise?**

Guided by the USGBC LEED rating standard, Medallion transitioned its supplies, chemicals, and cleaning methodologies to a new model that takes people and the planet into consideration. They’ve introduced innovative day cleaning programs which required a shift in the mindset of the cleaning technicians normally accustomed to traditional cleaning practices, and clients, unaccustomed to the visibility of the cleaning staff.

Instituted throughout their client sites were low noise vacuums containing HEPA (High Efficient Particle Arrestor) filters known for their outstanding performance in removing harmful micro-organisms from the air. In addition, the majority of Medallion’s cleaning tasks are now performed with non-toxic, non-corrosive and non-carcinogenic chemicals. Microfiber products with Microban technology replaced cotton cloths and mops due to their fine fibers which leave no lint or dust, are exceptionally soft and can hold up to seven times their weight in water. By combining tools and practices, Medallion is helping its customers create clean, healthy and safe environments. As a result, Medallion delivered 15% to 20% cost benefits to several of its customers.

Simultaneously, their green program has attracted a larger, more enthusiastic group of workers resulting in reduced turnovers which is good for the budget because it saves on recruitment and training costs. Bonds develop between janitors and building occupants because the two parties see each other often and in some cases even know each other’s names. If an occupant has a cleaning issue, he’s apt to go to the janitor for help rather than complain to the housekeeping manager.

Service by Medallion’s contribution to our community goes beyond environmentally friendly business operations. The company offers advice for those seeking LEED certification or simply wishing to reduce their environmental footprint at no cost.
Need solutions for these issues?
Go to www.facilitiesfirst.com

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