A publication by
The Voice
WINTER 2012

Out with the Old?

Awards of Excellence - Chapter Wins Big
Sustainability in Recycling
PDC Rocks
Vendor Fair Wows
Holiday Cheer
Videos: Nichole, Ted, Larry
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A Year in Review

Thank you for the honor of being President of the Silicon Valley Chapter of IFMA in 2012. What a wonderful year it has been.

The chapter’s crowning achievement in 2012 was winning the Large Chapter Award of Excellence in Professional Development at World Work Place in San Antonio last month. Winning this coveted award was brought about by the extraordinary work of dedicated volunteers on three committees: Professional Development (co-chaired by Anne Merrill, FMP and Jim Zuiderhoek, FMP), Expanded Education (chaired by Jennifer Olsen, CFM, SFP, FMP, and Diversity; Scholarship and Mentor (co-chaired by Julie O’Loughlin and Bob Dills, SFP, LEED AP, Western Allied Mechanical).

Our chapter’s greatest strength lies in its volunteers and I can’t tell you how proud I am of this group who has raised the bar very, very high. You can read all about the award in a dedicated article in the newsletter that not only highlights the professional development and educational achievements that made IFMA-SV this year’s winner but recognizes all of the volunteers who made it possible.

The Award for Professional Development wasn’t the only award in San Antonio to be won locally! One of our most dedicated and hard working members won the Associate of the Year Award. Congratulations to Ralph Buchanan, CFM, Facilities First, on receiving this prestigious and well-deserved award. Ralph has done so much for the chapter and for IFMA in so many countless ways, often behind the scenes. As one of our Emeritus Board members, it is to him we turn to ask his opinion on a variety of chapter matters, and he always provides us with sage advice along with doses of “Ralph wit”. We also have an article dedicated to him in the newsletter.

All work and no play would make IFMA a one dimensional place. The chapter balanced its excellent education and professional development side with a variety of Community Outreach and Special Events. The Community Outreach Committee (COC) outdid itself this year, with its annual Rebuilding Together event in April. This event, led by Wendy Newcomer, had 150 volunteers, and Bob Kraiss, CFM, raised an unprecedented $325K raised in donations for Costa-Rica, The 49ers Academy in East Palo Alto. Organized by Janis Zinn, CFM, COC also headed up an event to provide improvements to Wilder Ranch in Santa Cruz in August, and Patty Hall, FMP, and Bob Kraiss, CFM, organized a food drive for Second Harvest Food Bank in October. Great work by CCOC and many IFMA volunteers once again!

Speaking of special events – this committee, ably led by Cathy Cathey – had its most successful Vendor Fair ever in October, titled “A Taste of the Wine Country”. With many outstanding wines to discover, we are looking forward to more tastes of the wine country next year.

continued on pg. 11

2012 SPONSORS
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Dome Construction Company
Gordon Prill, Inc.
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Out With the Old?

So, shall we throw out the old and bring in the new for 2013? New Year always has the appeal of wiping the slate clean and starting fresh. In many cases that is a good solution. For our Silicon Valley chapter, I say no because 2012 has been an incredible year of professional development, learning and camaraderie.

Consider the accomplishments cited in our president’s message. For one, not only did we win two coveted professional development national awards, we had close to 20 excellent chapter presentations and FM roundtable discussions – 5 in the last quarter alone. And the list goes on once again demonstrating that we are one of the most vibrant and innovative chapters in the nation, very likely the world.

Same is true of your newsletter, The Voice. The bar continues to be raised and your newsletter team has kept pace. Since the beginning of the year we have introduced a new format with greater readability, more color, more pictures and the incorporation of new technology behind the scenes that the reader never sees. In this last issue of 2012, look for a few more newbies.

Look for the enhanced navigation that allows the reader to go directly to any page in the issues and then auto return to the table of contents from any page – just click the icon on the top right of every page. Just make sure you are in full page mode while perusing.

Look for the October chapter meeting presentation links embedded in the article. In the spirit of enhanced professional development, we are considering adding this feature for more presentations in 2013.

Finally, look for the video links in the the Movers & Shakers and Education pieces. This new addition brings us closer together more than any other communications channel. Ted Pierce of Cosmopolitan Catering shares his unique perspective as an associate member, Larry Morgan, our 2011 president and now a big contributor in our educational offerings, brings the latest credentialing class offerings and testimonials. Keep in mind that we are not movie stars – well maybe Larry a little bit.

So what is left to add for 2013? Lots! One of the top ideas on the drawing board is the convergence of communication channels with The Voice. So, stay tuned, keep reading and never hesitate to contact me with newsletter feedback and suggestions for an even better newsletter. I am excited for 2013 as I hope you are – we are the leaders in the ever growing FM profession.

Happy Holidays and Wishes for a Bright New Year,
Jeffrey

PRESIDENT

EDITOR’S DESK
Security in the corporate world is not regulated as it is in the HC industry. Contact with patients have addictions to pharmaceuticals.

FMRT meeting

SEPTEMBER FMRT MEETING

PHYSICAL PLANT SECURITY

Security is everyone’s business. Fortunately for IFMA-SV members, there are experts in this field to help educate those of us who aren’t intimately involved in the everyday practice of security. Their insights keep us abreast of the latest trends, technologies, and practices. These experts help us to understand the variety of security needs depending on the type of structures and businesses that we manage.

On September 12th, our Chapter had the privilege of learning about security in the Health Care (HC) industry varied from that in the Corporate World. Silicon Valley Bank graciously hosted the event, providing a wonderful meeting space and buffet lunch. Attendees filled the meeting eager to expand their knowledge on security. And to top it off, a 24” LED TV was given away as a door prize to a lucky attendee.

The panel, moderated by Jim Zuiderhoek, FMP, Director, RMS included Rick Ward, Director, Health Care Services and Eric R. McGarty, CPP, Sr. Regional Vice President both representing Universal Protection Service. The panelists did an excellent job framing security as the embodiment of FM principles.

Using the Onion Peel principle, commonalities between the HC and corporate FM worlds start with site security (parking lots and garages), followed by perimeter access points such as loading docks and mail rooms, employee and visitor lobbies. Peel another layer and you have departmental control (IT and maintenance rooms, for example), and at the core, mission critical spaces such as maternity wards, pharmacies, data centers and vaults.

Maternity wards as mission critical space? Yes, maternity wards. Although not government regulated, The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) sets very strict compliance standards for organizations to follow regarding many security protocols. For instance, compliance for one of these requires the use of HUGS Infant monitoring devices which sets off an alarm if the infant is being removed from the protected area. These devices protect over 3 million infants per year. An instance, compliance for one of these requires the use of HUGS Infant monitoring devices which sets off an alarm if the infant is being removed from the protected area. These devices protect over 3 million infants per year. Interestingly, it was mentioned that 40% of HC workers who have direct contact with patients have addictions to pharmaceuticals.

Security policies protecting data centers or intellectual property are likely to have strict policies governing access or movement within the space. On the other hand, hospitals are susceptible to restricted area violations as HC workers need to have unrestricted movement between visitor spaces and work areas. Gaining access to restricted areas in hospitals is much easier than to a data center. Because of this, it is important for HC security personnel to be extremely alert in all hospital areas, the parking lots, emergency rooms, waiting rooms, etc.

They must approach visitors and patients with sensitivity and kindness. Understanding how to approach aggravated patients or family members is paramount to medical personnel performing their duties. They must also canvass parking lots for the safety and well-being of all individuals entering onto the premises.

It was easy to see a theme develop as lapses in security for hospitals are likely to increase infant thefts, workplace violence (150 HC providers are assaulted every hour across the country) and information leakage. HIPAA compliance (protection of patient information) is mandatory in the HC industry. Information leakage of patient records can have social or economic impacts. To ensure HIPAA compliance and protect restricted space, all HC industry staff needs to be educated on security practices which prevent or minimize these risks.

In a corporate environment the focus is proprietary information, asset protection and employee safety. In both situations there is a need to adapt to the culture and make security awareness everyone’s responsibility.

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Security needs in the corporate world are driven by client needs, whereas in the HC industry, they are driven by the patients’ needs and government regulations regarding the security and safety of patients and HC workers. It is therefore necessary to properly train security staff to understand the nature and culture of the business, regulations required by law and how to adapt to circumstances with the knowledge and people skills enabling security personnel to protect people, property and information.

In the end, security and facility management go hand and hand. As FM professionals we should not regard security as someone else’s responsibility. Our role is to motivate and inspire our teams to stay alert and do their part to protect the lives of others and the properties managed.
On September 26th, we had an excellent presentation on new models of FM outsourcing with a very knowledgeable panel at EMC in Santa Clara. Dick Palomba, Corporate Planning Consultants, whom has over 25 years of helping Fortune 500 companies with strategic planning and all aspects involved with developing and implementing outsourcing programs, moderated the panel and gave us a great overview. Dick outlined the reasons why corporations outsource their facility operations, covering details of cost pressures, cycle time and the needs for increased efficiency. He also gave us a clear understanding of how outsourcing has evolved over the years.

Dick pointed out that in spite of good models, outsourcing can go wrong and there are key areas in the design and ongoing management process that can help avoid pitfalls. Some of the things that will help ensure success that should be part of a good outsourcing implementation plan are making sure that the objectives are tightly linked from the top to the bottom, having clearly defined documents/components in areas like KPI’s/financial baselines/contract terms, and understanding and measuring the right metrics.

Dick’s introduction provided a great segue to our distinguished panelists, Rich Etheredge of JDSU, Matt Werner with CBRE, and Michael Vallenari with Johnson Controls, Inc. (JCI). As the senior director of workplace solutions at JDSU, Rich shared his perspective of outsourcing from an end client’s perspective which was invaluable. Rich is a highly skilled facility professional and it was such a pleasure for us to hear him share his insights speaking from real life experience with outsourcing.

Matt and Michael provided a great comparison of outsource models from a provider view point. Before the new 3rd generation of outsourcing, “integrated” models were common place where a single provider was responsible for the entire contract. As the models evolved, the day-to-day operations are the responsibility of one service provider and the real estate and strategic roles are with other providers. Often these service providers became polarized competitors and this compromised efficiency. Matt and Mike shared how the latest 3rd generation of outsourcing now requires these firms to work collaboratively which not only benefits the end client but also the providers.

It was a great balance on views as we were able to understand two different outsourced providers’ views as well as an end client views on where outsourcing has evolved to in today’s environment. Clearly outsourcing has evolved over the years and it is not a simple decision that companies can easily transition, but with the right planning, management and support, it can yield benefits to large corporations seeking to gain specialization and improved metrics by centralizing and consolidating.
Our final special event of 2012 that Cathy is heading up is our Holiday Party with a Speakeasy theme – there are photos galore elsewhere in this newsletter.

Our annual golf tournament in May, chaired by Jeremy Goodland, P.E. was a perfect day with beautiful weather, and to everyone’s surprise, there was another Hole in One (the insurers will be increasing our rates). The tournament raised over $10,000 for the Chapter’s Community Outreach funds.

The Marketing Committee, chaired by Caasi Bonura, has increased the Chapter’s social media presence on LinkedIn and Facebook; and we have increased our ties and visibility with related media such as The Registry and the San Jose Business Journal. You may also have noticed our wonderful, larger, more colorful newsletter under the editorship of Jeffrey Artz. Our Membership Committee, chaired by Scott Schipper has continued to hold regular new member orientations, and to represent the Chapter at trade shows and related events.

All of the Chapter’s classes, meetings, committees, media, and special events have been glued together by strong Operational Excellence and our initiatives identified at our annual strategic planning, this year assisted by IFMA HQ. The Chapter is on very healthy financial footing thanks to our many metal and sustaining sponsors and successfully planned special events. Financial stewardship is accomplished with many checks and balances between the Treasurer, the Board and our Chapter Administrator. Our chapter administration is in the capable hands of Joy Dunn who steers us through bureaucratic waters to keep us on a level course.

As 2012 comes to an end, I wish Nichole Stephenson every success as Chapter President in 2013. She is lucky indeed to have such strong committees and dedicated volunteers working for the Chapter. Thank you all for an amazing year!

Claudia Folzman
2012 Chapter President

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Message from the President
(cont. from pg. 4)

A GLIMPSE FROM THE 2013 PRESIDENT-ELECT

http://www.youtube.com/watch?v=aBaz5xfYGww&feature=youtube_gdata
I arrived in San Antonio on Monday, October 29th to ensure I had plenty of time to get the lay of the land and could make the tour of The Alamo on Tuesday. I’m really glad I did because IFMA provided a wonderful two-hour tour. The 1st hour was self-guided with audio while the 2nd hour was a wonderful experience with two of the local docents who shared their considerable knowledge of history and the colorful background of the era. After the tour I took advantage of the local Texas culture including the River Walk where the action in San Antonio is, stopping at many great eating and beverage establishments (funny how many Irish bars there are!) and enjoying the scenery on the tour boats.

Over 5,000 people came from all over the world to World Workplace which was held at the grand Henry B. Gonzalez Convention Center. We gathered on Wednesday for the opening session to hear an enthusiastic Marc Liciardello, VP, IFMA International, who not only welcomed us, but he told us that we were “Best in Class FM’s”. He said we should strive to:

- Shape the Future of Our Profession
- Always Remember it’s “People, Planet and Profit”
- Think Global, Act Local

After Marc finished, we were treated to a fantastic opening keynote speaker, the iconic Guy Kawasaki, a former “Chief Evangelist of Apple”, who was one of the original Apple employees and he worked with Steve Jobs and Steve Wozniak. Guy spoke on “The Art of Innovation”, sharing many of his extraordinary experiences as an entrepreneur. Some of the takeaways were:

1. Make Mantra………..Why do we exist in business?
2. Don’t Worry, Be Crappy………..don’t ship crap, but don’t be afraid to ship a product with some crappiness about it! You can always fix the crap!
3. Let 100 Flowers Blossom.
4. Churn Baby, Churn………get that new product and its enhancements out the door.
5. Perfect your pitch.
6. Don’t survey people asking WHY they DON’T buy your product. Ask people WHY they buy your product. You will always get some type of response that is usable down the road. You must have something unique and valuable.

Once the speakers were finished, we were led into the convention floor by a marching band of bagpipers and drummers in full regalia to offer us the grandest opening to the World Workplace Expo. There were an amazing number of vendor booths of all sizes and shapes. We had ample opportunities to obtain information about products and services including special demonstrations that gave many options to FMs to utilize more convenient, cost effective methods of performing our jobs and providing services to our customers. And it’s always fun to get your vendor passport stamped to be able to win some fun raffle prizes.

As I walked through the convention floor, I made a point of meeting as many non-Silicon Valley members as possible so I could trade chapter pins!! As a 1st time attendee, I was instructed by the “veterans” to collect and trade as much as possible. I traded for pins from the San Antonio, Dallas, East Bay, San Diego, Chesapeake, DC and LA chapters.
As each day ended, the evening’s activities included galas and parties and non-stop networking opportunities. The West Coast chapter reception was organized by our Claudia Foltzman and Nichole Stephenson and there were over 196 people registered! Wednesday night, which was also Halloween, featured a huge outdoor welcome reception with four bands and ‘neighborhoods’ offering food from different countries. Many people came appropriately costumed.

We had a contingent of about 35 Silicon Valley members at WWP, many of whom were at the Awards Luncheon on November 2nd. Our chapter won the Large Chapter Award of Excellence for Professional Development, which Judi Sayler from Gordon Prill accepted with pleasure. Additionally, our very own Ralph Buchannan, one of our chapter’s original founders was awarded Associate of the Year Award. It was great to hear the highlights of why we were winners and cheer as the awards were handed out.

After the awards ceremonies we were treated to a truly inspiring closing keynote speaker, Frank Abagnale, who as a teenage con-artist, posed as an airline pilot, doctor, attorney and many other occupations to scam money. His life was depicted in the film, “Catch Me if You Can” starring Leonardo DiCapprio as Frank and Tom Hanks as the FBI agent trying to capture him. He shared why he started his life of crime and details about his escapades which were astounding, revealing how audacious and skillful he was. Finally though, Frank was caught at age 28. As part of his probation, he worked in an FBI agency which eventually led him to become a closing keynote speaker, Frank Abagnale, Closing Keynote Speaker Frank Abagnale, Closing Keynote Speaker

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I'm very glad I attended WWP and wish I would have started going many years sooner. It's a wonderful way to meet fellow FMs, see what new on the market and a great way to network. Did I mention the River Walk and the many restaurants and beverage establishments there were?

Stephenson and there were over 196 people registered! Wednesday night, which was also Halloween, featured a huge outdoor welcome reception with four bands and ‘neighborhoods’ offering food from different countries. Many people came appropriately costumed.

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Frank Abagnale, Closing Keynote Speaker

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Ralph Buchanan Bestowed the Distinguished Associate Award of Excellence at World Work Place

The Silicon Valley Chapter of IFMA is proud to announce that Ralph Buchanan, CFM, Principal at Facilities First, Inc., was honored with the Distinguished Associate Award of Excellence at the Awards Luncheon Banquet held on Nov. 2nd at World Work Place in San Antonio, Texas. Congratulations to Ralph for this great honor!

The Associate Member of the Year Award of Excellence is presented in recognition of voluntary contributions to IFMA at the local, regional, national or international level. These contributions may include sponsoring programs or educational offerings, presenting innovative sessions on FM-related topics, sponsoring educational research or scholarships, providing technical assistance to members or serving as chapter or council officers or committee members.

For 2012, our board unanimously nominated Ralph to receive the Associate Member award. The nomination process required submission of ten-page response of his accomplishments by a chapter, along with appropriate attachments, to IFMA HQ. The judging panel consisted of an IFMA staff member, one member of the IFMA Board of Directors, two former IFMA Board Members and a previous winner of the award. He is the first Associate Member from our chapter to receive this recognition.

Ralph has been Silicon Valley Chapter member for fifteen years. He is only the second Member of our chapter to receive the status/distinction of being Chapter Board Emeritus. He was our first chapter Member to receive the Lifetime CFM status (Certified Facility Manager). He has been on our Board of Directors for the past eight years. He was a non-voting Board member while serving as Chapter Administrator. He has been a strong financial supporter of the chapter and a force in membership recruitment. He has been a highly-valued and trusted advisor to six Chapter Presidents.

In 2006 when it became necessary to replace the Chapter Administrator, Ralph volunteered to assist with the transition, and subsequently his company was hired to provide the services on a contract basis, with Ralph serving as the Chapter Administrator. He continued in that role for three years until the time demands of his company necessitated that he hire and train his replacement. His company, Facilities First, continues to provide the administrative services to the chapter.

In his spare time, Ralph also served on our Professional Development, Newsletter, Finance, and Special Events Committees for over six years. He has personally presented FM Roundtable sessions entitled Benchmarking, Enhancing Your Career, and Space Planning Tools. Because of his passion for excellence, Ralph volunteered to coordinate the preparation of, and was principal author of, four Awards of Excellence winning entries for our Chapter –

- Professional Development 2009
- Best Large Chapter 2008
- Membership Marketing 2008
- Newsletter Publishing 2006

Ralph has not only been instrumental in the vibrancy of the chapter, but he has been an outstanding mentor and advisor to many of our members to assist them with their career growth.

We again congratulate Ralph on receiving this distinguished award!

DIVERSITY: SCHOLARSHIPS & MENTORING PROGRAMS COMMITTEE
Co-Chairs Julie O’Loughlin and Bob Dills, SFP, LEED AP, Western Allied Mechanical

Members:
Cristina Avila, Fenwick & West, LLP
Caasi Bonura, Western Allied Mechanical
Jesse Calvi, FMP, Cushman & Wakefield
Aimee Hallgrimson, Turner Construction
Aisha Hernandez, Fenwick & West, LLP
April Liggons, Fenwick & West, LLP
Jenny Marshall, MAI Industries
Jennifer Olsen, CFM, SFP, FMP, Infineon Technologies
Judith Sayler, CPSP, LEED AP, Gordon Proll, Inc.
Scott Schipper, Unisource Solutions
Morgan Simunovich, Advance Design Consultants, Inc.
Melody Spradlin, FMP, Dome Construction

CONGRATULATIONS TO THE PROFESSIONAL DEVELOPMENT, EXTENDED EDUCATION AND DIVERSITY COMMITTEES FOR A JOB WELL DONE!

PDC COMMITTEE
Co-Chairs: Ann Merrill, FMP, Stanford Hospital & Clinics and Jim Zuiderhoek, FMP, Risk Management Solutions

Members:
Rick Angelini, Cosmopolitan Catering
Caasi Bonura, Western Allied Mechanical
Rick Cooper, AV-SPL
Harris Gnyrd, Statcom, Inc.
Russ Goldin, Eat My Dust
David Gray, Colliers International
Robyn Isom, Contract Office Group
Alan Fong, Comfort International
Judith Sayler, CPSP, LEED AP, Gordon Proll, Inc.
Melody Spradlin, FMP, Dome Construction
Nichole Stephenson, Teladata
Gary Silva, CFM, ShutterFly

EXPANDED EDUCATION COMMITTEE
Chair: Jennifer Olsen, CFM, SFP, FMP, Infineon Technologies

Members:
Bob Dills, SFP, LEED AP
Larry Morgan, RPA, FMA, SMA, CFM, SFP, SAP Labs
Ed Novak, CFM, SFP

Again, the chapter stood out because of our Diversity: Scholarships & Mentoring Programs Committee's support of professional development. The Committee, co-chaired by Julie O’Loughlin and Bob Dills, has raised many thousands of dollars the past two years for the Chapter's scholarship fund. Scholarships are awarded based on merit to members to attend credential classes for career betterment. Also, as a way to ensure a new generation of facilities managers, scholarships and paid IFMA membership for one year are awarded to non-members, generally younger members of the community, to encourage them to pursue FM as a career. The Committee's formal Mentoring Program, in its second year, has grown from 11 to 19 mentee-mentor pairs, and six of our mentors are CFMs.

Another strategic goal where we scored points in our awards submissions is our initiative to increase non-IFMA member's awareness of IFMA in order to promote Facilities Management as a career and to develop external partnerships to broaden IFMA's identity beyond the FM Industry. We focused on the goal to establish a facilities management certificate program on the West Coast because none were offered west of the Rockies, and CalPoly in San Luis Obispo was uniquely positioned to serve the profession throughout California and other Western States.

Members of our chapter, specifically Bob Dills, partnered with CalPoly to help write the curriculum to implement a new graduate certificate program, Facilities Management and Engineering, which is set to begin in 2013.

We also developed an Integrated Project Delivery (IPD) Course by partnering with the Applied Science Department and the Workforce Institute Division of San Jose City College to help write a state grant application to provide training in IPD. With the award of $468,000, Melody Spradlin was instrumental in developing the curriculum, and the Institute was able to offer free IPD courses to our members and to others in the facilities and construction industries.

As expected of a chapter which has twice won the best large chapter award of excellence, our committee volunteers, guided by our Balanced Scorecard’s Strategic Initiatives, synergistically worked together to offer our members and community unique opportunities to further their professional development via many different avenues.

PDC Committee

Cont. from pg. 15

Diversity: Scholarships & Mentoring Programs Committee

Members:
Ed Novak, CFM, ShutterFly
Larry Morgan, RPA, FMA, SFA, CFM, SFP, SAP Labs
April Ligrons, Fenwick & West, LLP
Jenny Marshall, MAI Industries
Scott Schipper, Unisource Solutions
Morgan Simunovich, Advance Design Consultants, Inc.
Melody Spradlin, FMP, Dome Construction

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Ralph Buchanan and Judith Sayler with their awards

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STAYING AHEAD OF ELECTRONICS RECYCLING LAWS

Keeping ahead of state and federal regulations for recycling electronic products can be challenging because they continue to evolve. Many commercial property owners and managers are not aware of responsibilities and resources available to help them maintain compliance.

California's Electronic Waste Recycling Act of 2003 (SB 20/SB50) established a funding system for collection and recycling of certain electronic wastes. Because electronics may also contain hazardous metals or material, federal or state hazardous waste laws regulate disposal or recycling of such material.

Beginning July 1, 2012, businesses and multifamily residences in California were required to recycle and it is illegal to dispose of electronics with regular garbage. Electronics recycling companies must be approved and comply with specific regulations. Many counties and federal agencies require electronics recyclers to be certified to e-Stewards Standards, the highest environmental standards in the industry. More information can be found at http://www.epa.gov/osw/conserve/materials/ecycling/rules.htm and http://www.calrecycle.ca.gov/Electronics/.

Here are a few things to checklist items to find an electronics recycling company to keep you ahead of regulatory changes:

1. **Is the recycler a Certified e-Stewards® recycler?** 80% of electronics recyclers are not certified at all.

2. **What does the recycler DO with your e-waste?** State and federal regulations may require auditing of downstream processors to ensure compliance. Electronics that contain hazardous materials may not be exported. The simplest way to ensure downstream compliance is to use a Certified e-Stewards recycler.

3. **What proof does the recycler provide for processing your e-waste?** It is vital to commercial organizations that recyclers carefully shred data devices and conform to NIST 800-88 Guidelines for Media Sanit nation. Recyclers should also provide reports for the entire chain of custody of your materials by weight or serial number.

4. **Does the recycler dedicate resources to protect the health and safety of its workers?** Is safe handling of hazardous material verified and documented?

5. **Can you visit or audit the recycler's facility unannounced?** The best way to manage your electronic waste recycling program by working with a certified electronics recycler that has been audited for regulatory compliance.

Metech Recycling is a Certified e-Stewards® recycler in Gilroy, CA. Metech Recycling offers material pick up and logistics services to companies throughout California. Metech Recycling operates responsible electronics recycling facilities nationwide that meet the highest environmental standards in the industry.
GLENN F. ARVIN
Atlas/Pellizzari Electric

SOLAR, LED AND BATTERY TECHNOLOGY
APPLIED TO THE WORKPLACE

Glenn F. Arvin made a presentation about how solar systems work and the different types of systems. He explained in basic format what a solar cell is made from and how the cell reacts to the sun. He clarified how DC currents work and the potential hazards they present. Because of this, it is best to have only qualified personnel working around them. He discussed the pros and cons of the different types of systems, including 1) Systems with batteries, 2) Hybrid Generator systems, and 3) Grid interactive systems. He talked about the benefits of having a Grid interactive system in relation to offsetting one’s energy consumption, using existing roof or parking lot space for one’s installation, and touched on the rebates and recycling of solar products.

Lastly he talked about how inverters are made to work safely with tying into the utility power. He ended his talk by going over what to look for in an installation, why you should make sure the company you hire is experienced in this field, and ensure that any workers have a valid California Electrician License.

San Francisco Evans Street Post Office

AEI STANFORD UNIVERSITY “SESI” SITE LIGHTING STUDY

Stanford University broke ground in Oct. 2012 on a first of its kind energy facility that will be a key to reducing the campus carbon emission by 50 percent, cutting water use by 18 percent and saving an estimated $300M over the next 35 years. The new facility is part of the Stanford Energy System Innovations (SESI), a project scheduled for completion in 2015. According to Joseph Stanger, the executive director of sustainability and energy management at Stanford, when fully implemented, SESI will be among the most energy-efficient energy systems of any major research university in the world.

Affiliated Engineers Inc. (AEI) in San Francisco, CA is the executive engineering design team for the SESI project. As design prime for the project, AEI provided all MEP systems design inclusive of the requirement for facilities site lighting.

- Site lighting design on the Stanford SESI project involved AEI reviewing the existing Metal Halide source lighting standards for Stanford and proposing the use of equivalent fixture geometry’s that utilize LED light sources, to retain consistency throughout the campus. Site lighting consists predominately of 12’ high pedestrian scale LED pathway lighting. Twenty-five foot high LED area luminaires were utilized at road intersections, the SESI parking lot and around the perimeter of the new substation.

- Scheduled control strategies were proposed to reduce lighting power consumption.
  - OFF (8am – 5pm): Site lighting zones will be turned “OFF” during daytime hours. During “OFF” hours, fixture integral photocells will switch lights “ON” when sufficient daylight is not present.
  - Full-On (5pm – midnight): Site lighting zones will be turned “ON” and illuminated to 100% during nighttime hours.
  - Partial-On (midnight – 8am): Site lighting zones will be reduced to 30% output during early morning hours to provide maximum energy savings.

- Energy consumption estimates were made for the proposed LED based sources vs. the traditional HID based sources for 25 years. Overall the LED sources used only 18% of the energy cost of the legacy HID fixtures over a 25 year time period.

- First cost for LED source fixtures vs. HID source fixtures was calculated to be a 28% premium with material/equipment cost per fixture being higher and installation cost per fixture being equal.

- Re-lamping/maintenance cycles for HID legacy fixtures occurred 4 times more often than required for the proposed LED systems due to greater lamp life.

- Payback of the premium for higher first cost LED system vs. lower operating energy cost savings indicated a payback of approximately 4.5 years. This left 15-20 years of more cost effective operational cost for the installed LED systems approach.

The Stanford Energy Systems Innovations (SESI) project will be constructed utilizing LED based lighting sources that match the legacy HID based lighting source fixture configurations. The lighting quality, control, energy savings, maintenance and payback period were deemed compelling and contributed to the long term goals of the project.
The Silicon Valley Chapter of IFMA would like to sincerely thank our 2012 sponsors

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Herman Miller | Linc Lighting & Electrical | Syl-Mar General Contractors

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October's monthly chapter program highlighted different states of workplace strategy from the perspective of past, present and future trends. The speakers gave us an overview of our past assumptions of workplace strategy, what we are doing now and what is predicted in the future.

Glenn Dirks (VP Customer Success, Better Workplace) highlighted past assumptions of workplace change to current trends based on recent survey data. Although some factors are still constant, the impact of technology continues to be a catalyst of change. Summary points from his presentation:

- Past drivers of workplace change (1990s) were focused on business impacts: 1) Cost avoidance 2) Employee work/life balance. 3) Environment, and 4) Business continuity
- Current drivers of workplace change now focus on the rate of change: 1) Cost avoidance 2) Business requirements 3) Employee work/life balance 4) Environment, and 5) Business continuity
- Top 10 Workplace Challenges (Better Workplace) are:
  1) Understand changing employee work styles and implications on workplace infrastructure
  2) Understand the facility’s needs, increase workspace efficiency, and reduce real estate overhead
  3) Understand the Information Technology needs of the mobile workforce, identify existing gaps/risks, and prioritize future IT investments
  4) Integrate workforce mobility into hiring, training and management operations
  5) Implement “shared resources” approach to increase utilization of company workplaces and technical resources
  6) Determine the specific requirements of individuals and workgroups and manage the decision process
  7) Increase employee productivity by ensuring the workforce has the right tools/workspace, for the right job, at the right time
  8) Support company-wide sustainability efforts
  9) Understand the return on investment/environment/employee of workspace and technology infrastructure investments. Track performance/impacts over time
  10) And do all of this with a shrinking budget and fewer people resources

NOTE: To view the slideshows from the program's presenters, open the attachments column to the left of the document. (‘Attachments’ are represented by a paper clip icon.)

Jim Creighton (Director of the New Ways of Working Network) reported on the results of the New Ways of Working Network 2011 benchmarking survey (published early 2012) which included more than 100 companies, employing more than 1,000,000 employees, regarding alternative workplace strategy. While alternative workplace strategies are growing, the importance of RE/HR/IT collaboration is still critical with integrated policies to support both the worker and business needs. The survey found that giving employee’s choice is extremely important to today’s workforce.

IMPLICATIONS:

RE/Facilities, IT and HR: Expanding Complexity of Real Estate and Facilities Management:
- 30%-40% under-utilization of space
- New Design Standards - different “kit of parts”
- Cross functional collaboration

IT:character and rate of change
- Mix of mobile versus fixed devices

Business Transparency:
- Risk mitigation
- Business disruption and recovery
- Business sustainability (CSR)

Diversity of Employee Needs:
- Understanding character of your workforce
KEY TAKEAWAYS FROM THE 2011 SURVEY

1) Rate of adoption (workplace strategy) remains very high. More companies are adopting alternative work strategies (telework, mobility, remote or alternative workplaces, etc.).

2) Shift towards informal programs. There are more grass roots efforts vs. broad corporate directives.

3) Impacts of the recession are still strong. There are still significant reductions in business travel, significant increases in remote collaboration and replacing assigned workplaces with alternative options continues.

4) Cost is still king, while people-issues remain main barriers.

5) Rise of executive leadership more actively involved in the program.

Ted Lawson (Senior Director, Americas Real Estate & Facilities at Citrix) gave an overview of Virtualization in the Workplace: How Emerging Technologies are Driving Workplace Change.

Business Transformation Trends:

- Business disruption requires workplace enablement to support business agility, organizational change and flexibility.
- Emerging technologies will impact workplace performance and require continuous workplace transformation.
- Occupancy cost management creates long-term shareholder value.
- Digital talent requires the workplace to serve as talent attraction and retention tool.
- Multi-generational workforce desires workplace flexibility to support increasing multiple diverse work styles.

Virtualization in the workplace is here. The shift from PC to cloud computing really allows employees to go anywhere and work from any device. Flexibility is key with vetted technology and procedures.

The Emerging Technologies Convergence Accelerates: Cloud and Virtualization, Social Networks and Collaboration, Pervasive Networks Connectivity, Geospatial/Locational Services, Advanced Analytics + BIG DATA.

2012 Corporate Workplace Challenges (Citrix):

1) Improving workplace leadership collaboration and connectivity enhance leadership culture + leadership connection to the organization

2) Attracting and retaining digital talent - how can the workplace strategy support talent strategies

3) Enhancing productivity and innovation - how can the workplace strategy improve corporate performance

4) Change management engagement - how to facilitate successful workplace change

5) Global workplace adoption and implementation - adapting workplace strategy to local cultures

6) Occupancy cost management + measuring results demonstrate and benchmark workplace success
GLOBAL PROJECTS: LESSONS LEARNED

We were treated to a fascinating roundtable at Lifescan on Nov. 14 by Mehdi Golshan, JDSU, and Tim Chadwick, Alfa Tech, about delivering design and construction projects overseas. JDSU has 15 locations in the high grow markets of Europe/Middle East (EMEA) and 24 sites in Asia/Pacific (APAC). They have opened 3 new sites in past 2 years in EMEA and 12 in APAC where they are building manufacturing and R&D facilities, offices, tenant improvements and implementing site consolidations and relocations. Mehdi presented several case studies highlighting the challenges they encountered, not only because of different design and construction standards and processes, but also because cultural differences that can derail a project’s success.

As a response, JDSU utilized a Project Management Institute organizational strategy to assign specific roles to a PMO (Project Management Office) team, outsourcing some responsibilities to strategically selected partners in the U.S. and abroad to manage the technical, cost and human elements. JDSU identified the PMO team of Alfa Tech and Johnson Controls, Inc. (JCI) to assist them in different phases of project delivery based on their presence and strengths in the countries into which JDSU is expanding. Alfa Tech’s role is to develop JDSU’s design standards for global implementation, and JCI provides project delivery for planning, supply chain, risk management, project execution and cost and schedule control.

The PMO team faced a host of challenges working outside the U.S.:
- Protection of intellectual property
- Language and cultural differences
- Financial transactions - getting paid can be extremely difficult because not all countries have the same banking regulations and customs. Some countries banks will not accept “outside” funds.
- Local codes and regional and government requirements
- Logistical infrastructure
- Regulatory approvals

These can be formidable hurdles. Tim’s best advice is to absolutely partner with a knowledgeable, local firm who knows the process and also understands not only U.S. customs, but the local customs of the location in which you are performing work. It is important to research which is the best firm to partner because it will ultimately save you untold frustration and time and money. Other tips Tim had:
- Invest the time to educate your foreign partners on your company’s corporate standards, values, and key goals
- Educate yourself on local cultures and regional differences – one resource that was mentioned was www.kwintessential.co.uk which not only provides translation services but can help with cultural awareness training

While Mehdi and Tim emphasized the need to be flexible and remain true to your core values, sometimes this can be extremely difficult or impractical. We come with expectations of how things “should be,” but we must be prepared for differences culture to culture. For example, in China there aren’t the same environmental concerns over air quality. Carpet manufactured in China has high levels of formaldehyde and more than likely it isn’t practical to order carpet from outside of China and have it shipped there.

One of the case studies Mehdi discussed was an Engineering/R&D Office project in Beijing and he shared pictures of the lobby and work spaces. Western design templates are not used and so the best route was to partner with a local “Design Institute” who provided the architectural and engineering construction documents. Mehdi also mentioned that landlords in China are extremely important and they are often the ones who are in control. You will need to go through them to get the building permits and new electrical service (it can take up to six months to get new electrical service to a building).

He pointed out that it’s important for us to understand communication dynamics. Unlike our society which stresses individualism, collectivism is stressed in China. Harmony in the group is ultra important, and even if disagreeing with you, they most likely will not express it in public. Rather, their expression in their dealings with you may remain impassive and they use silence in structured meetings to suppress their feelings for the good of the group. Non-verbal communication speaks volumes. Frowning can be interpreted as disagreement and looking into another person’s eyes for very long is considered rude.

Typically the Chinese do not like doing business with companies they don’t know. It takes considerable time to get to the point where they are comfortable with you. However, in a business relationship, it is important to not communicate too informally with your Chinese associates in front of peers because rank in a company is extremely important. Also, it is inappropriate to do business over meals or social events.

Mehdi also shared pictures of office projects in Gurgaon and Pune, India, and while there were differences from the work spaces in China, you could still see that JDSU’s corporate identity was maintained. Again, culture plays a huge role in business in India, and like the Chinese, Indians prefer to do business with people they know. Getting an introduction from a 3rd party can provide immediate credibility. One thing that Tim and Mehdi observed was that no one in India likes to be the bearer of bad news and no one likes to say no, so that can be an issue. Often you will get a response that they think you want to hear, not in a dishonest way, but to be polite and not to disappoint. You may have to look for non-verbal clues to understand what is really going on. Hierarchy is also hugely important in India and each business relationship has a hierarchy that must be observed.

While building a data center in Lulea, Sweden, the PMO team learned that they must schedule meetings at least two weeks in advance and never around holidays as it is family time. Even if they agree to a meeting near a holiday, they won’t show up. At meetings an agenda is carefully followed – Swedes rarely engage in small talk and therefore get to the business at hand. They are direct communicators and say what they mean. There can also be some long silences which can seem awkward to us, but not to the Swedes, so don’t rush to fill in conversation. They rarely make decisions during initial meetings and it is important to be very cool and collected during negotiations, being careful not to reveal emotions. Decisions and consensus are made across teams and so endeavoring oneself to senior team members isn’t effective.

This certainly was a fascinating topic with numerous insights! The most important take-away is to do your homework and research on your new global partner! Thank you Mehdi and Tim for presenting lessons learned from your collective experience working abroad.
I had a chance to talk to D'Anne during World Workplace in San Antonio, Texas about her interesting journey as a facility professional. Although I was one of D'Anne's classmates when taking a CFM review class, it was in Texas that I got a better picture of D'Anne's involvement in and passion for the facilities management field.

D'Anne is currently the Workplace Manager at Cisco Systems and has over 15 years of administrative and management experience in high tech, property management and construction industries. She finds herself very accomplished in cost controls, expansion and renovation projects with outstanding strength in customer service and focusing on corporate goals. She is highly flexible manager who works well with changing environments or priorities to execute processes and projects effectively.

She has held various facility management and project management positions with various Silicon Valley companies that include A9, NetApp, Decru, Prometheus and CBT Systems. She completed BS in management as Magna Cum Laude from Menlo College.

From what one can gather from the people who have worked with D'Anne, she impressed them with her creativity and problem solving skills. As an example, Anita Maxwell, one of her manager contacts described her in this manner, “When our office found a new location, she supervised the design layout and development and ensured that all the departments had set up what they required and requested. She ironed out everything for all the departments which included over 200 employees. Once the office building was ready, she managed the move very efficiently. It was the smoothest office move ever.”

Another of her manager contacts, Eric Uratchko, said this, “D'Anne is fantastic to work with. Often facilities and engineering support don’t always get along. That was not the case with her and me. We’ve worked as a team with common goals and objectives. I appreciate the trust that she gave me.”

D’Anne also understands that her role as a facility manager allows clients to focus on their competencies while she takes care of facilities efficiently. Rick Stagle of Decru remembered this about D’Anne, “She is a true professional and her behind the scenes facilities management expertise enabled Decru to do our primary jobs in comfort.”

Sandra Jamme who has worked very closely with D’Anne highlighted her ability to relate to corporate goals this way, “As a result of D’Anne’s broad base of facilities experience, she quickly comprehends corporate/project goals, obtains buy-in from appropriate management and respective customers, then executes projects flawlessly. Her approachable management style makes her a favorite manager to work with, even as tough projects sometimes have to be carried out.”

D’Anne appreciates the value her CFM designation has had on her career and urges her facility professional colleagues to spend the time and energy to gain their CFM certification.
IFMA brings people together. Whether it is through networking, sharing best practices, or learning about developments within respective industries, IFMA provides a forum for people to come together and build upon itself as a professional community. Usually, within an organization such as IFMA, professional members are attracted to information being shared, to continue their professional education in their field, and to stay on top of the ever-changing industry. Associate members are attracted to networking with the professional members, hoping to build relationships and promote products, services, or strategies in an effort to solve inherent industry problems and overcome challenges and obstacles.

My own involvement within IFMA is fairly unique. Neither am I a facilities manager, nor am I an associate member in the traditional sense. While my company, Cosmopolitan Catering, is a Gold Sponsor, and one of my work colleagues is on the Professional Development Committee, my role within my company is in general business operations. The information and best practices being shared are not really pertinent to my day-to-day work and I am not involved in the business development or marketing for my company.

However, IFMA is more than just a networking group. IFMA has committed itself to building the community around us as much as it is committed to building itself. This is where I am truly impressed and where I have been able to actively participate and become involved. I am proud of the efforts of my company and of all of the individuals who contribute to collectively make a difference. Contributing to specific projects such as “Rebuilding Together” make me and my company feel as though our efforts are for more than just simply getting exposure or marketing services.

These projects are making positive change in the community that we live and work. This affects us just as much as learning about industry trends, learning about a new company or service, or introducing our services to a new company. It gives me a chance to personally work within IFMA and allows me and opportunity to grow as an individual, something that means as much to me as much as growing as a professional.

Another way that I have been able to work within IFMA has been working with another associate company, Goodwill of Silicon Valley. As a growing company, Cosmopolitan Catering is always looking for good employees. By working directly with Goodwill we have been able to add to our staff and it has been a positive. At the same time we are helping individuals who may have had difficulty in attaining gainful employment.

This concept of reciprocity is very important in any community, professional or otherwise, and IFMA provides the platform for such. The value in personal development cannot be overstated and IFMA has allowed that for me as well as others within my company.
JENNIFER OLSEN

Jennifer Olsen, CFM, SFP, FMP

Company: Infineon Technologies

Position: Manager, Business Continuity & Facilities

IFMA Member: 7 Years

Jennifer serves on the IFMA-SV Board of Directors and is Chair of the Expanded Education Committee.

Why do you volunteer?

I think it's generally important to give back. With IFMA-SV specifically, all of the members, both professional and associate, are willing to share their professional expertise and knowledge at any time. I have taken advantage of this many times, so any opportunity I find to give back, even if not in the same capacity, I try to make an extra effort to do so.

Volunteering is also interesting because you get to see people in another setting – you get to know people on a different level. It's always good to volunteer for an event, but events such as a beach clean-up or the Wilder Ranch project take you out into the community as well. And, as a parent, for my daughter to see that I'm giving up personal time to give back to the community is a good role model.

What does your company do?

Infineon Technologies provides semiconductor solutions in the areas of energy efficiency, security and mobility. A global company whose worldwide headquarters is in Germany, Infineon Technologies has multiple locations in Europe, the Middle East, Africa, Asia, South America and North America. Its U.S. headquarters is in Milpitas.
JIM ZUIDERHOEK

Name: Jim Zuiderhoek, FMP
Company: Risk Management Solutions
Position: Director, Global Real Estate & Facilities Services
IFMA Member: 17 years

Jim’s current involvement includes a seat on the IFMA-SV Board of Directors and serving as Co-Chair of the Professional Development Committee. While his involvement with this Committee spans the past four years, Jim is frequently spotted pitching in within the organization. Jim will also serve as the chapter Treasurer for the upcoming year.

Why do you volunteer?
It’s very rewarding to be able to give back from the wonderful experiences I’ve had the past several years and throughout my career. It’s a great feeling to see what positive benefits volunteering my time can provide, both personally and professionally. I’m really looking forward to next year and working closely with other volunteers and meeting more members of the chapter.

What does your company do?
RMS is the world leader in catastrophic risk modeling. From earthquakes and hurricanes to terrorism and infectious diseases, our models provide critical risk management solutions to hundreds of financial institutions around the world. RMS is headquartered in Newark, CA and has offices throughout North America, Europe and Asia.
Due to the grant award, all of the courses were offered free of charge to industry partners and working professionals. Over sixty-five local facilities, construction, contractor, and sub-contractor participants have attended IPD courses 100 through 400. Feedback from attendees has been extremely positive, including comments such as:

• “Again-fantastic! A great tool to use for any project”
• “Great to see real life, local presentations”
• “Wonderful presentation expanding on the topic, providing multiple examples, and moderating the exercise. Good job!”
• “The practice was very dynamic.”

This program has been extremely successful primarily due to the hard work from program partners. Members and staff from all partner organizations including IFMA, BOMA, Dome Construction, Fenwick & West LLP, Salas O’Brien, Western Allied Mechanical Inc., and San Jose City College, have contributed to making the IPD training series successful. Melody Spradlin, FMP with Dome Construction and IFMA has, in particular, been instrumental in the development and execution of this wonderful program. Thank you Melody!

The BIM Lab and Contracts and Insurance Lab courses will be offered in early December. For more information about these courses including dates and times, please visit Workforce Institute’s website at www.workforceinstitute.biz or contact Jason Cameron at 408-918-5113.
Grade School to Graduate Initiative and the Chocolate Factory Workshop

One of the many exciting and important programs underway with guidance from the Diversity: Mentoring & Scholarship Committee is the development of the Grade School to Graduate Initiative. This initiative, a vision created by Committee Co-chair Julie O’Loughlin, will extend our reach into schools from elementary level to universities.

Committee member Melody Spradlin, FMP, some years ago created a Chocolate Factory program for ISPE (International Society of Pharmaceutical Engineers) to support the teaching of science and mathematics at the middle school level with a fun, hands-on experience.

ISPE and Melody graciously offered the Chocolate Factory to IFMA for our own outreach. On September 21, at ISPE’s invitation, Julie O’Loughlin, Jennifer Olsen, CFM, SFP, FMP, and I joined Melody for their event at Monte Verde School in San Mateo.

The purpose of the Chocolate Factory Outreach Program is to support the teaching of science and engineering to 5th graders in a hands-on, real-life exercise with the goal of getting kids excited about learning. The program consists of volunteers leading small groups of 5th graders in learning about construction, biology, and engineering, and teamwork.

The outcome: a chocolate factory

The ingredients: Teamwork, fun, pure imagination and popsicle sticks, pipe cleaners, colored paper, glue, modeling clay…

Not only do the 5th graders benefit from the wide-ranging knowledge of the volunteers, but the volunteers find it an incredibly rewarding experience as well. Seeing the imagination and thought that goes into their designs is amazing. And every volunteer gets a personal hand-written thank you letter from each of the kids in their group.

Linda Beverly Scholarship Awarded at WWP

Since 2004, IFMA Silicon Valley has been a proud participant in the IFMA Foundation Scholarship program, giving an award to a student in a facility related university degree program. Our “Linda Beverly Scholarship” has risen to $5,000 and the scholarship is awarded each year at World Work Place.

Linda Beverly served the facility management profession for many years as an executive at IFMA International in Houston. She is now enjoying her richly earned retirement, and we renamed our scholarship in her honor.

As part of our effort to support the development of facility related degrees at California universities, for the second year in a row, we selected a student from Cal-Poly Pomona. The center of the photo is our 2012 recipient, Samuel Allen Bent, with Roger Peterson, IFMA Foundation Board of Directors Chairman and me.

Sam is in his fourth year of Architecture and has now departed for a semester in a university in Denmark. Given the presence many European compatriots at World Workplace, Sam learned he will be surrounded by IFMA members while in Denmark. One of Sam’s mentors over the last couple of years is John Carrillo of AT&T. As a long-standing member of IFMA East Bay and an IFMA Foundation Board Member, John has instilled a fondness and respect for our profession and association in Sam.

We expect Sam to be a fine future addition to our profession.
Register online at www.ifmasv.org
More Information/Questions:
admin@ifmasv.org  408-226-0190

Register today. Class starts January 23, 2013
*All classes must be attended in order to be eligible to earn the SFP Credential.

Register:
www.ifmasv.org

Class size is limited to first-come, first-served.

Course Details:
January 23, 24 and 25—Phase One
February 13, 14 and 15—Phase Two

Course Investment: IFMA Members: $2,000/
Non-members: $2,400

Location:
SAP, Hillview Avenue, Palo Alto

Expert instructor:
Larry A. Morgan, SFP, CFM, RPA, FMA, SMA

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Facility management professionals, LEED-certified professionals, related industry practitioners, and those interested in sustainable facility management.

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Make an impact on your company’s triple bottom line.

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The Silicon Valley Chapter of IFMA will offer an instructor-led course. Join our expert instructor and your peers to find ways to make a big impact at your facility.

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Hats off to our premium sponsors In2Change and Smart Board! The 2012 Vendor Fair was a big hit. Our professional members had a wonderful time enjoying wine and visiting the many booths and tabletop displays provided by our associate members. The grand event sponsors, In2Change and Smart Board, told me that the event was a success for them as they were able to connect with many interested professional members. Our theme was “A Taste of Wine Country” — many thanks to our Wine Glass Sponsor, Moving Solutions, who made the tasting such a success!

Brian Michael did a great job of co-chairing the Vendor Fair committee with me, and as usual, fabulous assistance was provided by Joy Dunn, and the other committee members. I feel the best way to share the success of the event is through the words of many in attendance:

“The Silicon Valley IFMA members attended in full force. The reason Alliance loves these events is because we get to see clientele enjoying themselves. That makes us happy, so we try to contribute with a glass or two of good wine for the festivities. The atmosphere was delightful and the food was great. The MC kept the event lively with a few well-placed raffles and enjoyable music. I will definitely come back next year if given the opportunity.”
-- Ulysses Renteria, Alliance Roofing Company, Inc.

“The IFMA Vendor Fair was a great event. Our MAI Team had a fun time networking and socializing with friends, vendors and professional members. We look to being a part of next year’s event.”
-- Jenny Marshall, MAI Industries, Inc.

“It was a great vendor fair and a fun way to network and meet people in relaxed environment. A really well-planned event and I’m looking forward to next year!”
-- Keeley Marks Obregozo, Humanscale

“We thoroughly enjoyed this event! It was a great chance to lighten up and a share a glass a wine with lots of friends away from our hurried world.”
-- Bob Dills, Western Allied Mechanical, Inc.

“The vendor fair was a fun, enjoyable and educational. I was able to attend for about two hours and only saw about half the booths. Next year I’ll have to talk less at the booths I visit or allocate more time!”
-- Bob Kraiss, Facilities Management Consultant
Event Organizers
Joy Dunn, Brian Michael, Cathy Cathey
“The Three Musketeers”
HOLIDAY PARTY

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uilt in 1926, the Hotel Sainte Claire in downtown San Jose was an excellent location for IFMA-SV’s “speakeasy” themed holiday party on Dec. 6th with guests arriving in their roaring twenties “glad rags.” The evening started with a cocktail reception in the Atrium followed by a sit-down dinner in the Grand Ballroom with catering by Il Fornaio. FBI “wanted” posters of board members adorned the Ballroom and helped create the Prohibition era mood. Serenaded by music of the 1920’s and 1930’s, we enjoyed conversing with old and new IFMA-SV friends and associates.

The annual toy drive, organized by the Community Outreach Committee, was a great success! According to COC’s Janis Zinn, this year’s event “provided the most toys we’ve ever collected!” The San Jose Fire Department was on hand to share their appreciation for our efforts. Several trips were made to pick up the toys from the Ballroom to their trucks – to be distributed soon to 500 families in the San Jose area.

During the dinner hour, Ralph Buchanan provided a memorable welcome toast to all members, made to bring the toys from the Ballroom to their trucks – to be distributed soon to 500 families in the San Jose area.

During the dinner hour, Ralph Buchanan provided a memorable welcome toast to all members, followed by our beautifully costumed President, Claudia Foltzmann, who thanked our Sponsors and presided over our annual Volunteer Appreciation ceremony. Honorees were:

- Jeremy Goodland for his Financial Stewardship of the Chapter, keeping us in the black.
- Caasi Bonura for her work on the Professional Development Committee.
- Jeffrey Artz for Newsletter Communications. Jeffrey has expanded and rejuvenated the Chapter’s newsletter, which is published quarterly and available in PDF on our website.
- Melody Spradlin for the Diversity: Scholarship and Mentoring Committee. Melody was instrumental in getting the Integrated Project Delivery classes at The Workforce Institute off the ground. Also this year, the Scholarship and Mentoring Committee started their “Grade School to Grad” program – using Melody’s Chocolate Factory to introduce elementary school children to facilities and project planning.
- Cathy Cathey for Special Events. Cathy is the Board Member responsible for Special Events, and 2012 has seen three excellent special events – the Golf Tournament; the Vendor Fair: A Taste of Wine Country; and now this Speakeasy-themed Holiday Party.
- Bob Kraiss won the volunteer award for Community Outreach for his amazing work on the Chapter’s 2012 Rebuilding Together project at the 49ers Academy and Costano School in East Palo Alto where 150 IFMA volunteers worked. Bob raised over $325,000-worth of in kind donations, the best year we’ve ever had!

Caasi Bonura was further recognized by Claudia with the President’s Award for her immeasurable volunteer hours. Caasi is chair of the Marketing Committee which has expanded the Chapter’s presence through social media; a larger newsletter; and more advertising; and a cohesive look. In addition to chairing the Marketing Committee (which alone is enough for one person), Caasi also works on the Professional Development Committee and special events committees.

A surprised Judi Sayler was recognized with the Distinguished Service Award. Given in the spirit of former distinguished member Tom Jones, this award is the Chapter’s highest honor to recognize the member who best exemplifies commitment to the Chapter through action, voice and heart. Judi serves as Board Secretary, is a member of the Professional Development and Diversity Committees, is the coordinator for Mentor-Mentee program, and is a copy editor and frequent contributor to the chapter newsletter. She was also the primary author of the large chapter Award of Excellence submittal for Professional Development and accepted the award on behalf of the chapter at World Workplace in San Antonio on November 2nd.

But the person who received a standing ovation was our popular Chapter Administrator, Joy Dunn, who received an engraved award of her own from the 2012 Board of Directors. Her dedication and hard work keeps the chapter organized and inspires us beyond description! We are so grateful she came back to us after a short absence when we needed her most. We realized how much we missed not only her skills in running the chapter, but her dry sense of British humor.

Before dinner ended, prizes were also given to the best costumed guests: best couple was Jim Zuiderhoek who looked authentic in his striped gangster suit and spats, with wife Lori Zuiderhoek on his arm in a beautiful flapper dress with many long strings of beads dangling from her neck. Caasi Bonura won best costume award for her striking appearance in a gangster suit and spats.

Chapter President, Claudia Foltzmann wore a superb costume topped with a glorious headband of beads. Sham Pieper was wonderful in a purple dress and exquisitely pin-curled hair. Sham’s cigarette and holder were SO realistic that the hotel manager stopped her to check she wasn’t smoking inside the hotel.

After dinner, things heated up in both the ballroom and the Atrium with the opening of the dance floor and Casino tables as well as the our many fabulous door prizes to those who obtained a raffle ticket in exchange for each toy they donated to the toy drive. The place became even more lively with screams of joy from the craps and poker tables which could be heard all the way to the dance floor!

Many thanks to those companies who sponsored this super fun event: Our Platinum Sponsor- Western Allied Mechanical, Dinner sponsor-Moving Solutions, Entertainment Sponsor-Alliance Roofing, Casino table sponsors-Brook Furniture Rental and Graebel, and our welcome Toast sponsor-Valley Facilities Management Company, MAI Industries, Dome Construction, Valley Mechanical, Dryco Construction, Brilliant General Maintenance, Reliable Concepts, Quakehold, Data Forest, Greenworks, Milestone and Sunrise Painting.

Finally, thanks to the committee volunteers who organized this year’s Holiday Party—Cathy Cathey, Caasi Bonura, Robert Drago, Leonard Liang, Sham Pieper, Laurie Terrell, Sharron Terrel and Joy Dunn. Our photography was provided by Eric Lee and our DJ was Michael Ybarra.

Pst, what was the evening’s password? Hint: Enjoy your “Holidaze”!

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IFMA-SILICON VALLEY DRAFT 2013 PROGRAM CALENDAR

The Silicon Valley Chapter of IFMA is one of the most active and successful chapters in the world. The Facility Management profession changes dramatically year to year, demanding more and more from facility professionals.

Our Chapter provides excellent educational and networking opportunities for the industry through its classes, luncheons, evening programs and special events.

January 23  Chapter Kick-off Meeting  Chapter Meeting
Jan 23 - 25  SFP Class, Phase I  Continuing Education
February 13  Integrated Project Delivery  FM Roundtable Luncheon
Feb 13 - 15  SFP Class, Phase II  Continuing Education
Feb 21 & 22  FMP Class: Leadership  Continuing Education
February 27  Collaboration in the Workplace: Physical, Technology and Social  Chapter Meeting
March 13  Disaster Preparedness  FM Roundtable Luncheon
March 21 & 22  FMP Class: Operations and Maintenance  Continuing Education
March 27  Regional Planning - Bay Area Overview  Chapter Meeting
April 2 - 4  Facility Fusion - Los Angeles  IFMA International
April 10  Rebate Savings PG&E  FM Roundtable Luncheon
April 18 & 19  FMP Class: Project Management  Continuing Education
April 24  Smart and Connected Facilities  Chapter Meeting
April TBD  Rebuilding Together  Community Outreach
May 8  Food in the Workplace  FM Roundtable Luncheon
May TBD  FMP Class: Finance  Continuing Education
May 17  Annual Golf Tournament  Special Event
May 22  Joint Meeting: Stadium: FM Maintenance after LEED/Tour  Chapter Meeting
June 12  LEED/Tour  Chapter Meeting
June 26  Best Practices: FM as a Profit Center  Chapter Meeting
July TBD  Scholarship Fundraiser  Special Event
August TBD  Beach Cleanup/Habitat Restoration  Community Outreach
September TBD  CFM Exam Review Class at SAP  Continuing Education
October 2 - 4  World Class - Philadelphia, PA  IFMA International
October 9  FMRT Luncheon, topic TBD  FM Roundtable Luncheon
October 23  LEED vs. Anti-LEED  Chapter Meeting
November TBD  A Taste of Wine Country  Special Event
November TBD  FM Electronic Toolbox  FM Roundtable Luncheon
December TBD  Holiday Party  Special Event

Note: The above programs are subject to change. Such changes will be announced on the Chapter’s website, in Chapter emails and in the newsletter. Register for events on our award-winning website - www.ifmavs.org

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