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Newsletter

September 2009

For information about IFMA Toronto and upcoming events, visit www.ifma-toronto.org

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The Business Case for FM

It's another year at the IFMA Toronto Chapter and Geoff Williams, your new President, has started an initiative to demonstrate the value of your membership and help you justify it to your company. Scroll down for the Full Article

Das CAFM Handbuch: Putting the 'I' in IFMA

In a truly International exercise, your new Toronto President, Geoff Williams of Seawood Solutions has been involved in an interesting collaborative effort. Scroll down for the Full Article

New LEED Canada EB:OM The Short Story

LEED® Canada for Existing Buildings: Operations and Maintenance is new to Canada . Learn why it's important, what it's all about and how it impacts you. Scroll down for the Full Article

Safety is Never an Inconvenience

A Facility Manager had an interesting encounter with compressed gas cylinders - and unknowing occupants. Scroll down for the Full Article

Expand your Career and your Network

Involvement in an association is an important part of your professional career. IFMA Toronto makes it easy to be involved through networking, learning and volunteering. Scroll down for the Full Article

You could have won a $2,400 golf package!

Did you miss the Golf Classic this year? It was a huge success with many door prizes, including a $2,400 golf package won by a lucky golfer.

As a great opportunity to network with others in your profession, the Golf Classic is also an important fund raising event that helps your IFMA Toronto Chapter deliver better services to you.

To make sure you make it next year, book Tuesday, August 17, 2010 in your calendars for next year's Golf Classic.

If you have comments, suggestions or want to reserve a sponsorship spot for next year, please contact Esther at eotoole@enviraco.com or call 905-238-1077 ext 2226

Thanks for supporting the Golf Classic!

Many thanks to the golfers, sponsors and volunteers, including our committee members especially Tobi Busch, Beena Patel and "Deputy Chair" Katherine MacKenzie. Thanks to the 16 volunteers who played a big part in the day's success. Special thanks to Stan Klas, owner of Environmental Acoustics for allowing Katherine and myself the time to work on this project.

Here are just two of the comments we received about the tournament:

"It was lots of fun - perfect weather, well organized event, interesting people!"

"Just a quick note to say how much I enjoyed the golf tournament, it was well organized and had great prizes. I was particularly impressed that you were able to prevent the forecasted thunderstorms. Thanks for a great job."

Esther O'Toole, IFMA Golf Chair Committee

New CFM

Congratulations to Fred Germann, the latest IFMA Toronto chapter member to achieve the CFM designation.

Resources

Comments about the Newsletter? Click Here

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Want contacts for your Board Members? Click Here

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Full Articles

The Business Case for FM

By your Chapter President, Geoff Williams

It's another year at the IFMA Toronto Chapter and as your new President, I've initiated a project with Steven Hall (IFMA Toronto's new Vice President) to develop a program that will demonstrate and enhance the value of your membership, including helping you justify it to your company. Look for more information about this important initiative in future newsletters.

In this newsletter, there are a number of new initiatives you can benefit from, including an upcoming IFMA Handbook that discusses how IT and Facilities Management are bound together in the modern workplace and important information about the newly released LEED EB:OM certification.

Your chapter is working to deliver the best value and experiences for our members. Help by giving us input and feedback. Contact me directly or speak with any of your Board Members. All our contact information is on the IFMA Toronto website. Get to it by clicking here. We are all passionate about the Facility Management industry and would be happy to talk to you.

In the mean time, read the article ***"Expand your Career & Network: Benefit from your IFMA Membership"*** at the end of this newsletter.

Geoff ***Williams****, IFMA Toronto's President, can be reached at williams@seawood.ca*

Das CAFM Handbuch - Putting the 'I' in IFMA

By Geoff Williams, Deputy Manager, Seawood Solutions

As many of our long-term members will remember the 'I' for International in IFMA was the result of a strong presence in Canada.

Our chapter, the largest by far in Canada, has played a large role in the internationalization of IFMA over the past 27 years. Since then, IFMA has been working hard to develop a presence with Facility Managers globally.

In my opinion, one of the keys to the success of IFMA Internationally is through the interaction IFMA's councils have with members globally.

Having just come off a 2 year term as the President of the Information Technology Council (ITC) of IFMA, I am pleased to announce what we believe is one of the first truly international collaborative efforts. The imminent release of our 2-year labour of love "The Facility Manager's Guide to FM and IT" is a text that is a translation, update and regionalized version (read Americanized) of a German text "Das CAFM Handbuch" originally published by GEFMA in Germany. GEFMA, the German Facility Management Association has what they call a CAFM Working Group which parallels the ITC's efforts in Germany. This, we hope, will be the first of a long line of this type of project to come.

The book will be an informational text that presents a current, impartial and comprehensive look at how IT and facility management have become inextricably bound together in the modern workplace. Exploring the evolving relationship between IT and facility management, the upcoming book will compare European and American practices and discuss how technology and globalization bring out their similarities. It will also cover the latest advancements in facility management automation and provide a guide for implementing them successfully.

For those of you who might be interested in embarking on such a journey, I thought I would share some of what we have learned from the process.

1. Don't underestimate the time it takes to assemble a group of volunteers to edit and add content to chapters. We initially gave ourselves a single year to pull together the entire text; it has taken a little more than 2 years.
2. When dealing with a language gap as we did, budget for at least 6 face-to-face meetings with the authors and editors. Body language is often the only way to understand the true meaning of what someone is saying when they are not speaking in their native language. This year will be our fourth round of meetings at World Workplace in addition to meetings in both Manchester and Berlin.
3. Learn what resources IFMA has to offer so that you can utilize their resources. The ITC has relied heavily on the support of the Foundation

who has been providing editing services, the marketing department who has been providing promotional support and we will be looking to the services of the IFMA bookstore as a primary sales channel.

This has been both an exciting and intense process and we are looking forward to seeing the final product. Look for it soon in the IFMA Bookstore!

***Geoff Williams**, IFMA Toronto's President, is Deputy Manager of Seawood Solutions. In addition to commissioning services, they provide information management systems, consulting and services for more efficient and effective facility management. Geoff can be reached at williams@seawood.ca*

LEED Canada EB:OM - The Short Story

By Ian Theaker, Senior Sustainability Consultant, Halsall Associates Ltd.

LEED® Canada for Existing Buildings: Operations and Maintenance is new to Canada and departs from the Canada Green Building Council's previous LEED rating systems.

With LEED-certified new buildings appearing in every major market in Canada, owners of the best existing buildings are turning to LEED Canada-EB: OM 2009 certification to give them a competitive advantage in attracting potential buyers and lessors.

This new rating system is focused on greening buildings' operations and maintenance, focused largely on management practices and demonstrated performance rather than building features. The CaGBCs changes ensure it addresses conditions, standards and practices unique to the Canadian experience, based on the improvements made in the USGBCs LEED-EB:OM 2009. The Canadian version shares credit title, Intents and most of the same Requirements content with the US version. The six main LEED categories still organize the Rating System:

- Sustainable Sites
- Materials and Resources
- Water Efficiency
- Indoor Environmental Quality
- Energy & Atmosphere
- Innovation in Operations

A new Regional Priority Credits category now allows users to propose regionally-specific practices for LEED Canada recognition.

New Point Weighting

With all 2009 releases, LEED rating systems offer a total of 100 “core” points, with 10 total “bonus” points available for Innovation credits and Regional Priority credits. This is a major change - now LEED credits are allocated points based on their opportunity to protect health and reduce life-cycle environmental impacts of the building. For example, Energy and Atmosphere offers the most points at 35; the contribution a building can make on transportation and habitat issues can result in up to 26 points. This new 100 point total makes rating thresholds easier to remember:

- Certified: 40 – 49 points
- Silver: 50 – 59 points
- Gold: 60 – 79 points
- Platinum: 80 points and above

Essentials

The Rating Systems Prerequisites define the essential aspects of green building operations; without these, certification is not possible. These include:

- Water meters and efficient plumbing fixtures (WEp1)
- Energy-efficient operations, policies and management practices (EAp1, p2)
- Purchasing policies for green consumables (MRp1)
- Managing solid wastes, with recycling and responsible disposal of hazardous wastes (MRp1, p2)
- Providing generous flows of outdoor air (EQp1)
- Green cleaning products and management practices (EQp3)

Some Prerequisites are already standard practice in most Canadian buildings, such as a non-smoking policy that eliminates indoor air pollution from tobacco smoke (EQp2); or eliminating CFCs. Others are not. One goal for LEED is to transform current routines by providing trustworthy certification of excellent environmental and health performance.

Several Prerequisites are likely to be difficult for older buildings that haven't benefitted from a recent retrofit to current best energy, water and indoor air quality practices. Water Efficiency Prerequisite 1 has detailed and stringent requirements for plumbing fixture efficiency, reflecting 2009 codes and standards. It does allow adjustments for buildings completed before 1996, but requires a plan to update fixtures in future renovations – and some facilities may need prior retrofits to meet the Prerequisite's Requirements.

LEED Canada-EB:OM 2009 also requires whole-building water and energy meters, which may challenge buildings that share a campus with central meters and accounting. The Prerequisites for meters reflect the CaGBCs belief that what isn't measured can't be managed - and therefore can't be continuously improved.

The Rating System also credits a recent energy audit and acting on its findings, documenting energy performance with the U.S. EPA's Energy Star Portfolio Manager. For buildings that aren't addressed well by Portfolio Manager, other benchmarking approaches can be used – but facilities managers should be aware that these will likely require additional effort. Aimed at building performance, Portfolio Manager isn't currently very good at recognizing the merits of green district energy systems; for example, district systems that use deep lake-water cooling, or highly efficient combined heat and power plants. The CaGBC is actively working with the U.S. EPA to address this issue, so this is likely to be addressed in the near future.

Effective Management, Real-World Green Performance.

LEED Canada explicitly defines essential features of green operations and maintenance policies it will certify: policy scope, performance metrics, goals, procedures and responsible parties. It recognizes that in many cases, policies already exist – but requires that they're effective in improving real-world performance.

The Rating System defines a “Performance Period” over which metrics data must be measured and goals met or exceeded, and requires performance over this period to be documented for certification review. It points facility managers strongly towards ongoing commissioning and planning to reduce energy costs and greenhouse gas emissions.

If LEED Canada-EB:OM has a central theme, it is a focus on effective management that measures real-world performance. Policies can't just be binders collecting dust on a shelf - they must guide operations with clearly-defined performance goals and metrics. Policy documents must include tools and information, and clearly-defined responsibilities for staff . Management must regularly record actual performance to demonstrate desired goals have been achieved, or to guide corrective action when they haven't.

A Sea Change for Facilities Managers

The past few years have seen a sea-change in Canadian attitudes. Few are still unconcerned with the ecological footprint of our built environment. The best in Canada already recognize the importance of providing excellent indoor air quality and energy performance, green cleaning practices and water conservation, habitat protection and transportation impacts. They're already conscious of their key role in addressing climate change and helping their clients do the same.
LEED Canada for Existing Buildings: Operations and Maintenance 2009 certification now provides a trusted way for lessors and buyers to distinguish real performance from greenwashing in their current buildings – and is likely to transform this market too.

Resources

LEED Canada for Existing Buildings: Operations and Maintenance
Building can register for certification, and the LEED Canada-EB:OM 2009 Rating System can be downloaded for free, its (essential) Reference Guide, training and other materials can be obtained from the Canada Green Building Council's website:
http://www.cagbc.org/leed/systems/existing_buildings/index.php

Energy Star for Buildings
The U.S. Environmental Protection Agency's Energy Star for Buildings Portfolio Manager, and background materials, can be found at
http://www.energystar.gov/index.cfm?c=business.bus_index

Ian Theaker *works for Halsall Associates as a Senior Sustainability Consultant. Previously, he lead the Canada Green Building Council's efforts introducing and adapting LEED for use in Canada. Halsal serves leading developers, builders, architects, asset and property managers and insurers, providing evaluation, design and management services for new and existing buildings. He can be reached at itheaker@halsall.com*

Safety is Never an Inconvenience

Michel Theriault, Principal, Strategic Advisor

Recently, I was reminded about the liability Facility Managers face and the responsibility they have at their facilities for safety.

I was talking to an FM who was leaving their building early recently, a rare treat. Just as the FM was stepping out of the building, a couple of occupants were coming down the sidewalk towards the building – and immediately the FM knew getting away early was no longer an option. Apparently the occupant had rented helium tanks to fill balloons for an upcoming event. The tanks were going to be kept at the building over night and picked up the following morning.

What caused the FM to stop is that they were approaching the building with a wheeled dolly carrying the loose compressed gas cylinders while also attempting to keep the cylinders from falling over. Neither of the cylinders had a valve cap.

The intent of the Ontario Occupational Health and Safety Act is to promote safety while clearly outlining liability and responsibility. As we all know, an employer or owner of a workplace is liable and has a responsibility for the worker's safety and has the duty to inform of unsafe safe practices and keep a workplace free of hazards. As the Facility Manager, you have a responsibility under the act and need to be concerned for the safety of people in the building. In this case it was because compressed gas cylinders are dangerous. One of the cylinders could have dropped and been launched, driven by the compressed gas, into the building, out the window or worse – into a person.

For me, the story brought back memories of when a subsidiary of a company I worked for lost a worker when a cylinder fell over, snapped the valve off and became a lethal projectile.

The FM stopped the occupants and discovered they had no idea about the precautions to take when handling this type of dangerous equipment, or even what the risks were. Even worst, the party supply store they got the cylinders from may have let them take the cylinders without providing appropriate safety information or ensuring they had the equipment and the knowledge for safely transporting, storing or using the cylinders.

The occupants with the cylinders had a plan to deal with the cylinders they were wrestling with, including laying them flat to roll them into the elevator. Since they were already there with the cylinders, the FM made the best of it and asked them to place both tanks off the main lobby into a secure room and left someone with them while getting a cart and straps to hold the tanks. The FM then relocated them to a safe place and tied them off to a column so they couldn't fall over.

The safe handling and storage of compressed gas cylinders is a responsibility. They must be properly secured, properly transported and have their safety devices intact. For more information about storing and handling compressed gas, you can refer to Section 5.6 of the Ontario Fire Code and the reference in S.49 of the Occupational Health & Safety Act Regulation 851 - Industrial Establishments.

It's such a simple story, but it clearly shows that Facility Managers need to know their responsibilities under the applicable legislation and how to keep their facilities and occupants' safe. Even more importantly, they have to be prepared to act when necessary, even when it's inconvenient.

***Michel Theriault** is Principal of Strategic Advisor, a Facility Management consulting firm. He can be reached at michel@strategicadvisor.ca*

Expand your Career & Network: Benefit from your IFMA Membership

An association like IFMA can add a great deal of value both to your personal career and to the job you do for your organization.

Getting involved gives you exposure to the association and other professionals, increases your networking opportunities, opens career paths and allows you to give something back to the industry. By being involved, you show your current and future employer that you are engaged in a profession and are working to bring leading solutions to the organization.

To get the most value out of IFMA, become an active member in the Toronto Chapter. No matter what type of facility you manage or how long you've been in the industry, you can always benefit from networking and involvement with other professionals.

As an active member, you can access resources, attend IFMA functions and become involved in the association as a volunteer in many different capacities and at different levels.

Locally at your IFMA Toronto Chapter, you benefit from monthly meetings and seminars that give you an opportunity to:

- Learn from experts in areas you need or want to learn about.
- Network with suppliers to learn about other solutions and resources you can access.
- Network with other Facility Managers to broaden your exposure, learn how they deal with issues you may also have and to know where to turn to when you need ideas to solve a problem.

Our chapter newsletter provides more information on issues, trends and solutions. Contributing to the newsletter allows you to share your knowledge with others. In the future, all articles will also be on our improved website for easy access.

IFMA Toronto holds social events such as charity auctions, golf tournaments and boat cruises, providing you with even more opportunities to network not only with other Facility Managers, but with Suppliers who can often help you with a problem or introduce you to solutions you didn't know existed.

Getting value out of a seminar is easy. Getting something out of the networking opportunity will take a little extra effort, but is worth the time you invest. By building a network, you increase your ability to solve problems for your organization and look good in the process by tapping into other professionals like you.

Being involved in the association can be quite rewarding, whether you attend meetings, hold a formal position, volunteer for a very specific role or become part of a committee. Your options include:

- Attend meetings to network and learn
- Volunteer for a specific role, event or formal position
- Become a Committee Chair or Director and use your skills to enhance the FM profession
- Seek an elected executive position to shape the association and the FM profession

If you want to know more about getting involved give us your input and comments, feel free to contact IFMA Toronto's President Geoff Williams at 905-882-7286 or Williams@seawood.ca

For information about IFMA Toronto and upcoming events, visit www.ifma-toronto.org

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