Be Part of the Evolution:

Let’s Rethink FM

www.facilityfusion.ifma.org
A special thank you to our Southern California Chapters of IFMA – The Los Angeles Chapter of IFMA, the Orange County Chapter of IFMA and the San Fernando Valley Chapter of IFMA – for helping to make this year’s conference a success.

Thank you for joining us at the fourth annual IFMA Facility Fusion Conference & Expo. IFMA would like to recognize our program committee for their tireless efforts in building a dynamic educational program for this year’s event.

Thank you to our 2013 partners. Facility Fusion 2013 Program Committee

Facility Fusion 2013 Program Committee

Experience everything L.A. has to offer!
Discover the abundance of top-rated restaurants, museums, landmarks and more.

Monday, April 1, 2013

Rethink the City Symposium
It has been estimated that by 2050, the global urban population will reach 7 billion—twice the amount of the city population today. Cities are being strategically planned, purposefully designed, and sustainably operated to enable experiences that will allow all human beings to learn, connect and advance in ways that have never been seen before. Join us at this landmark event on the worldwide impact of urbanism on FM.

1 p.m. to 6 p.m.
J.W. Marriott Hotel, Gold Ballroom

Rock the Foundation Event
Following up on the success of the IFMA Foundation’s award-winning book “Work on the Move” (2011) and the Workplace Strategy Summit event at Cornell University (2012), four lady authors from “Work on the Move” will Rock the Foundation in Los Angeles on April 1.

3:15 – 5 p.m.
JW Marriott Los Angeles L.A. LIVE
Room Olympic 3

Council Meetings

► BIM Lifecycle Operations
COP Meeting
2 p.m. - 5 p.m.
J.W. Marriott Hotel, Olympic 1

► Academic Council Facilities Meeting
5 p.m. - 6 p.m.
J.W. Marriott Hotel, Olympic 2
### Day 1 | Tuesday, April 2

**7 a.m. - 8 a.m.**
Registration & Continental Breakfast

**8 a.m. - 9:30 a.m.**
Facilitator & Speaker Steven Sonsino

### Opening Power Thought Session: “The Future of FM Leadership: How Much Change Are You Prepared to Embrace?”

**9:30 a.m. - 10 a.m.**
Morning Break

**10 a.m. - 11 a.m.**
**Fusion Best Practices**

1. **Best Practices: Workplace Innovation Around the World**

2. **Sustainability: Strategies For Driving Large Portfolio Energy Efficiency**

3. **Leadership & Management: The Art of Saying “NO”**

4. **ITC / CFC Council: Real-world BIM for Facility Managers**

5. **PSC Council: Improving Maintenance Efficiency & Effectiveness at the University of Central Florida**

6. **FMCC Council: The Total Test Fit**


8. **CREC/CFC Council: The 5 Hottest Topics in Real Estate & How They Affect You**

**11:30 a.m. - 1 p.m.**
Coffee and Book Signing

- **Power Speaker Garrison Wynn**

### Power Speaker & Lunch Session: “Making the Most of Difficult Situations: Changing Markets, Changing Times”

**1 p.m. - 1:45 p.m.**

- **Donate**

### Afternoon Break

**1:45 p.m. - 2:45 p.m.**


- **Sustainability: Water Management in Buildings – A Strategic Approach for Facility Managers**

- **Volunteer Leader Deeper Dive Session: Part 1: Volunteer Victories: How to Recruit, Retain and Maintain Effective Board Leaders**

- **ITC Council: The Facility Manager’s Guide to Information Technology Best Practices**

- **PSC Council: For the Public Sector FM: Sell Your Projects with CFO Jargon**

- **Don’t Forget; Visit the Expo!**

- **MCIC Council: Organizational Change: Lead, Follow or Get Out of the Way!**

- **CREC/CFC Council: Getting Ahead of Lease Accounting (FASB) Changes: Positioning Your Real Estate Portfolio**

**2:45 p.m. - 3 p.m.**

- **Afternoon Break**

**3 p.m. - 4 p.m.**

- **Best Practices: Benchmarking Strategies to Improve Building Performance**

- **Sustainability: Supported Retro-commissioning: A New Paradigm for Operating & Maintaining Buildings**

- **Volunteer Leader Deeper Dive Session Part 2: One Team, One Dream: Strategic Planning Unleash Chapter Success**

- **ITC Council: BIM for Facility Managers: How Building Information Management is Transforming Life Cycle Management**

- **PSC Council: Performance Contracting in the Public Sector & the Real World**

- **Change Management: Change Management Is Out; Personal Leadership is In!**

- **MCIC Council: Intern Night MARE**

- **CREC Council: The Real Estate Market: What’s Hot & What’s Not, A U.S. & Global Perspective**

**4 p.m. - 7:30 p.m.**
Expo Grand Opening and Welcome Reception

Enjoy “The Southern California Experience”

*Sponsored by Southern California Chapters of IFMA*
### Day 2 | Wednesday, April 3

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<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>8 a.m.- 9 a.m.</td>
<td><strong>4.00 - Council-led Hot Topic Roundtables</strong></td>
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<td><strong>Fusion Best Practices</strong></td>
<td><strong>Industry-specific Sessions</strong></td>
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<tr>
<td>9:30 a.m.- 10:30 a.m.</td>
<td>Best Practices: Developing Projects in a Vacuum Sucks</td>
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<td>Sustainability: Facility Management, Sustainability &amp; IFMA</td>
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<td>Change Management: Implementing Facility Management at Los Angeles World Airports</td>
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<td>CFC Council: Which is Better - Sitting or Standing at Your Workstation?</td>
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<td>PSC Council: Transition, Downsizing or Consolidating: An FM's Use of a Master Plan to Guide Through Turbulent Times</td>
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<td>LIC Council: Hot Topics for Facility Managers at Large Law Firms</td>
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<td>FMCC Council: Change Your Approach to Managing Change</td>
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<td>CREC Council: Working in Harmony: Putting IT, HR &amp; CRE/FM in a Room Together to Make Sweet Music</td>
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<tr>
<td>10:30 a.m.- 2 p.m.</td>
<td>Expo &amp; Lunch</td>
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<td>Don't forget about the prize card drawing on the Expo floor at 1:45 p.m. Must be present to win!</td>
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<tr>
<td>2:15 p.m.- 3:15 p.m.</td>
<td>Best Practices: Server Room Best Practices: Learn the Language, Understand the Metrics, Reduce the Anxiety</td>
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<td>Sustainability: Successfully Operating LEED Buildings: Setting Your Building Apart in the New Normal</td>
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<td>Volunteer Leaders: Techniques for Managing &amp; Recruiting Volunteer Committees</td>
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<td>Change Management: Cognitive FM - Saving Your Sanity in a Foreign Land</td>
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<td>CFC/ITC Council: Best Practices For Dealing with Mold, Indoor Air Quality &amp; Asbestos</td>
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<td>AFC/ITC Council: Putting Out Fires Before They Start: Strategic Facility Planning/AFC Business Meeting</td>
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<td>Change Management: Why Reengineering Processes, Policies &amp; Supply Chains Are Critical for BIM Projects</td>
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<td>3:15 p.m.- 3:45 p.m.</td>
<td>Afternoon Break</td>
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<td>3:45 p.m.- 4:45 p.m.</td>
<td>Best Practices: The Value of Digital Real Estate for Facility &amp; Property Managers</td>
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<td>Sustainability: Is Your Office Stressing You Out &amp; Making You Fat?</td>
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<td>Volunteer Leaders: Leadership Roundtables &amp; Best Practice Sharing</td>
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<td>Change Management: Database Synergy for Facility Assets</td>
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<td>PSC Council: The Growing Deferred Maintenance Crisis</td>
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<td>Sustainability: Programs that Produce Energy Star Rated Buildings</td>
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<td>CREC/CFC Council: It's the Data, Stupid! The CRE Playbook on Big Data &amp; Analytics</td>
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<td>5 p.m.- 8 p.m.</td>
<td>Open Night - L.A. LIVE</td>
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Day 3 | Thursday, April 4

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<td>7 a.m.- 8 a.m.</td>
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<td><strong>Fusion Best Practices</strong></td>
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<td></td>
<td>7.01 Best Practices: Don’t Be Caught Off Guard: A Primer on Pre- and Post-</td>
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<td>disaster Planning</td>
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<td>7.02 Sustainability: Lean Back &amp; Relax: A New Approach to Managing Solid</td>
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<td>Waste</td>
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<td>7.03 Volunteer Leaders: Inter-chapter Collaboration Benefits: IFMA Wisconsin's Tri-</td>
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<td>Chapter Accord Case Study</td>
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<td><strong>Change Management</strong></td>
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<td>7.04 Change Management: Go-bilty: Designing &amp; Managing Space on the Go</td>
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<td><strong>Visit Registration and sign up for a Facility Tour!</strong></td>
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<td><strong>Industry-specific Sessions</strong></td>
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<td>7.06 Volunteer Leaders: Council Committee Leadership &amp; Best Practices Session</td>
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<td>7.07 MCIC Council: MCIC Updates, Initiatives &amp; Business Meeting</td>
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<td>7.08 CREC/CFC Council: Real Estate Free Agency: Effective Management of Your Portfolio</td>
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<td>8 a.m.- 9 a.m.</td>
<td>8.01 Best Practices: BIM Master Planning for 72 Million Square Feet</td>
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<td>8.02 Sustainability: In-sourcing High Performance Operations: Engineering</td>
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<td>Toolkits &amp; Training</td>
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<td>8.03 Volunteer Leaders: IFMA Chapter Website Management: Best Practices</td>
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<td><strong>Change Management</strong></td>
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<td>8.04 Change Management: Integrated Capital &amp; Maintenance Budgets for Improved C-Suite Funding</td>
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<td><strong>CFC Council</strong></td>
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<td>8.05 CFC Council: Understanding the Basics of Blueprints</td>
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<td><strong>Best Practices</strong></td>
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<td>8.06 Best Practices: What’s your Facility’s Value Proposition? Thinking &amp; Planning Strategically</td>
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<td><strong>MCIC Council</strong></td>
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<td>8.07 MCIC Council: Roundtable: Supporting Sustainability in Cultural Institutions &amp; Nonprofit</td>
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<td>9 a.m.- 9:15 a.m.</td>
<td>Morning Break</td>
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<td>9:15 a.m.- 10:30 a.m.</td>
<td>9.00 - Closing Power Session*: “Zero to Breakthrough: How a Breakthrough Mentality Creates Breakthrough Results”</td>
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<td>*This session is held at the Premier Cinema.</td>
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<td>10:45 a.m.- 12:15 p.m.</td>
<td>Power Speaker Vernice Armour</td>
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<tr>
<td>2 p.m.- 5 p.m.</td>
<td><strong>Facility Tours/ CREC Business Meeting/Council Committee Inaugural Business Meeting</strong></td>
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**Legend**
- Best Practices
- Sustainability
- Leadership & Management
- Information Technology Council
- FM Consultants Council
- Corporate Facilities Council
- Museums/Cultural Institutions Council
- Public Sector Council
- Corporate Real Estate Council
- Academic Facilities Council
- Legal Industry Council
8 a.m. - 9:30 a.m.

1.01 Workplace Innovation Around the World
Room: Plaza 1
Topic Track Area: Best Practices
Knowledge Level: 300 level
Speakers: Erik Jaspers; Nancy Johnson Sanquist, IFMA Fellow; Kate North; Diane Coles Levine, MCR

This session will highlight the business drivers for global workplace innovation projects and analyze the probable differences related to workplaces on different continents.

1.02 Strategies for Driving Large Portfolio Energy Efficiency
Room: Gold Ballroom 1 & 2
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 300 level
Speakers: Eric Teicholtz, IFMA Fellow; IFMA Board Member; Bennett Fisher; Brian Lecher; Justin Chrzanowski

Facility managers are beginning to think more strategically about how to drive energy efficiency across a large portfolio, which makes the current challenges of energy efficiency that much more daunting. This panel will highlight best practices from front-line facility managers attempting to tackle these challenges.

1.03 The Art of Saying “NO”
Room: Georgia 1 & 2
Track Topic Area: Leading and Managing/Volunteer Leaders
Knowledge Level: 300 level
Speaker: Scott Offerman, CFM, MBIFM, CEM

In our work we are challenged every day with the issue of telling our customers, clients, staff and ourselves no. This simple act is perhaps one of the most challenging tasks we face on a daily basis. Discover how to overcome this challenge by saying no in the right way.

1.04 Real-world BIM for Facility Managers
Room: Plaza 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speakers: Geoff Williams, BES, B. Arch; Ted Ritter, LEED AP; Evan Konto

The technology, change and confusion surrounding BIM in the facility management industry is making it very difficult for FMs to navigate. This panel will lead the audience through the BIM value proposition and provide tools for assessing whether or not BIM is the correct tool for their specific operation.

1.05 Improving Maintenance Efficiency & Effectiveness at the University of Central Florida
Room: Olympic 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speakers: Larry Simmons, CFM; Richard Overman, CMRP

In 2012 the University of Central Florida began a journey of improving their facility’s maintenance efficiency and effectiveness. This session will examine what UCF did to achieve these organizational changes and present the results to date.

1.06 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

1.07 Fraud! How to Detect & Prevent Fraudulent Financial Practices in Your Organization
Room: Gold Ballroom 3 & 4
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Donald Tucker, CFM

This session will provide examples of the kinds of evidence and obfuscation that present themselves in fraudulent billing schemes. Learn what to look for and how to obtain help when you need to dig deeper.

1.08 The 5 Hottest Topics in Real Estate & How They Affect You
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Tom Turley

This session will be open, interactive conversation for Corporate Real Estate Council members. As the opening session of the CREC track, it will set the tone for the remaining seven sessions.

10 a.m. - 11 a.m.

1.00 OPENING POWER THOUGHT SESSION: The Future of FM Leadership: How Much Change Are You Prepared to Embrace?
Room: Gold Ballroom
Topic Track Area: Change Management
Speaker: Steven Sosnino

In this challenging and provocative session, Professor Steven Sosnino will help you discover how to constantly reinvent FM so that the profession continues to remain relevant and cutting edge even while it’s evolving. Book signing will immediately follow in the Gold Ballroom Foyer.

Sosnino is a bestselling author, a visiting professor at business schools all over the world and a motivational leadership speaker for chambers of commerce, charities and hundreds of global corporations.

11:30 a.m. - 1 p.m.

2.01 Saving Big Money & Creating Value in a Tough Economy: How Schneider National Facilities Saved More Than US$15 Million Over Six Years
Room: Georgia 1 & 2
Track Topic Area: Best Practices
Knowledge Level: 300 level
Speakers: Ty Wagner, MBA; Jill Hendricks

Discover practical ways to save big money and create value for your organization even in tough economic times. Learn how to create a culture of continuous improvement, in which saving money becomes a way of life.

2.02 Water Management in Buildings: A Strategic Approach for Facility Managers
Room: Gold Ballroom 1 & 2
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 200 level
Speakers: Laurie Gilmer, P.E., CFM, SFP, LEED AP, OAIA; Christopher Hodges, P.E., CFM, LEED AP; IFMA Fellow, FRICS

Water is generally considered an undervalued resource and does not always get as much attention as energy and waste. Scarcity and cost are likely to cause us to think more strategically about water use, which means going beyond the low-hanging fruit and looking for facility management solutions in uncertain times. Garrison Wynn examines the challenges we face and shows us how we can laugh at our problems while using them as catalysts for success.

As a speaker, advisor, author and entertaine, Garrison Wynn has helped some of the world’s most effective corporate leaders and business developers learn how to make the jump from being great at what they do to understanding and developing the qualities it takes to be chosen for the job. Book signing will immediately follow in the Gold Ballroom Foyer.

2:00 POWER SPEAKER LUNCH SESSION: Making the Most of Difficult Situations: Changing Markets, Changing Times
Room: Gold Ballroom
Track Topic Area: Change Management
Knowledge Level: 200 level
Speaker: Garrison Wynn, CSP

This funny, insightful presentation combines relationship-building with no-fluff motivation to deliver real solutions in uncertain times. Garrison Wynn examines the challenges we face and shows us how we can laugh at our problems while using them as catalysts for success.

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Sponsored by ENERGIC

2:05 The 5 Hottest Topics in Facility Management
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Tom Turley

This session will be open, interactive conversation for Corporate Real Estate Council members. As the opening session of the CREC track, it will set the tone for the remaining seven sessions.

2:10 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:15 The 5 Hottest Topics in Real Estate & How They Affect You
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Tom Turley

This session will be open, interactive conversation for Corporate Real Estate Council members. As the opening session of the CREC track, it will set the tone for the remaining seven sessions.

2:20 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:25 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:30 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:35 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:40 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

2:45 The Total Test Fit
Room: Plaza 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Richard Fanelli, CFM, AIA, IFMA Fellow

Review the technical issues that facility managers need to know and understand when evaluating older buildings for their organizations. Acquire a framework of knowledge to be able to identify potential problems that might make a building incompatible with your end-user’s programmed needs.

3:00 Power Speaker Lunch Session: Making the Most of Difficult Situations: Changing Markets, Changing Times
Room: Gold Ballroom
Track Topic Area: Change Management
Knowledge Level: 200 level
Speaker: Garrison Wynn, CSP

This funny, insightful presentation combines relationship-building with no-fluff motivation to deliver real solutions in uncertain times. Garrison Wynn examines the challenges we face and shows us how we can laugh at our problems while using them as catalysts for success.

As a speaker, advisor, author and entertainer, Garrison Wynn has helped some of the world’s most effective corporate leaders and business developers learn how to make the jump from being great at what they do to understanding and developing the qualities it takes to be chosen for the job. Book signing will immediately follow in the Gold Ballroom Foyer.

Sponsored by ENERGIC
### 2.05 For the Public Sector FM: Sell Your Projects With CFO Jargon

**Room:** Plaza 1  
**Track Topic Area:** Council/Industry Specific  
**Knowledge Level:** 200 level  
**Speaker:** Ted Ritter, LEED AP; Geoff Williams, B.E., B. Arch.; Joachim Hohmann, Ph.D., MSc, CFM

Are you lacking enough volunteers to do the work of your association chapter? Do you wish you had a pool of people to draw from? This interactive session will share tips on how to recruit the right volunteers and board members into your chapter, and then retain them on committees. You will learn how every action you take influences your members to renew and participate actively through engagement on your board or at chapter events. Volunteer Victories come to those who ask, delegate, and allocate. Come plan for your personal volunteer victory.

### 2.07 Organizational Change: Lead, Follow or Get Out of the Way!

**Room:** Gold Ballroom 3 & 4  
**Track Topic Area:** Council/Industry Specific  
**Knowledge Level:** 200 level  
**Speaker:** Judie Cooper, CFM

This session illustrates the importance of leading change in ways that support and enhance organizational performance and focus on what drives organizational change. Also illustrated are common reactions to organizational change and strategies to navigate through change, while arriving at a new organizational reality.

### 3.01 Benchmarking Strategies to Improve Building Performance

**Room:** Plaza 2  
**Track Topic Area:** Best Practices  
**Knowledge Level:** 200 level  
**Speaker:** Keith McClanahan, PE.; RPA; Peter Kimmel, AIA, IFMA Fellow

Attendees will learn to identify the critical components of a benchmarking system. An interactive discussion will take place to analyze case studies of benchmarked buildings. Attendees will leave with a better understanding of how to implement benchmarking in their organization.

### 3.02 Supported Retrocommissioning: A New Paradigm for Operating & Maintaining Buildings

**Room:** Gold Ballroom 1 & 2  
**Track Topic Area:** Sustainability/ Environmental Stewardship  
**Knowledge Level:** 200 level  
**Speaker:** Stephanie Cul, BEP, CBCP, CSBP; Wayne Whitzel, LEED AP; GBO

Gain a better understanding of proposed FASB changes, an update on the timing and expected ruling, how it affects financial reporting, and how to best position your real estate portfolio to take advantage/lessen the impact of the expected ruling. Special attention will be given to the core strategic issue of leasing versus owning.

### 3.03 Volunteer Leaders Deeper Dive Part 2: One Team, One Dream: Strategic Planning Unleash Chapter Success

**Room:** Gold Ballroom 1 & 2  
**Track Topic Area:** Leading and Managing/Volunteer Leaders  
**Knowledge Level:** 200 level  
**Speaker:** Eric Connery

Discover which outsourced services are right for performance contracting. Learn how to write a performance contract request for proposal, and how much baseline information to include. In the end, the contract can be a win-win for you and the contractor.

### 3.05 Performance Contracting in the Public Sector & the Real World

**Room:** Plaza 1  
**Track Topic Area:** Council/Industry Specific  
**Knowledge Level:** 200 level  
**Speaker:** Angela Lewis, Ph.D., P.E., LEED AP; Paul Teicholz, Ph.D.

BIM has become the technology of choice for building design and construction. The real potential for BIM is to manage the ongoing life cycle of the building. The session will provide attendees with practical, useful information for adopting BIM practices.

### 3.06 Change Management is Out; Personal Leadership is In!

**Room:** Gold Ballroom 3 & 4  
**Track Topic Area:** Change Management  
**Knowledge Level:** 300 level  
**Speaker:** Dr. A.G. (Ab) Reitsma, CFM, CFMJ; Pekka Matvejeff, M.Soc.Sc. (Management) MBA (Henley)

This session highlights real estate trends in cities and in industries throughout the United States and the world, giving real estate and facility managers the tools to assist their organization with portfolio planning and strategy.
4.01 Developing Projects in a Vacuum Sucks
Room: Plaza 2
Track Topic Area: Best Practices
Knowledge Level: 200 level
Speaker: Lemelle Johnson, MBA, P.E., CFM, LEED AP BD+C

Projects that lack accurate input from customers and subject matter experts are destined to disappoint. Explore the unrealistic expectations of projects that push them to failure; and learn how clearly defined project realities, along with open, honest dialogue, lead to success.

4.02 Facility Management, Sustainability & IFMA
Room: Plaza 1
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 100 level
Speakers: Christopher Hodges, P.E., CFM, LEED AP, IFMA Fellow, FRICS; Marina Badoian Kriticos.

IFMA’s role in educating its membership about sustainable facility management practices is rapidly evolving, and FM core competencies related to sustainable practices have likewise expanded. IFMA is dedicated to meeting this challenge by providing information, motivation, tools and resources to help members sustainably manage their capital facility assets.

4.03 Implementing Facility Management at Los Angeles World Airports
Room: Gold Ballroom 1 & 2
Track Topic Area: Change Management
Knowledge Level: 300 level
Speaker: Michael Feldman, FMP, C.M.

Los Angeles World Airports (LAWA) owns, operates and maintains billions of dollars of assets. For a variety of reasons, LAWA fell behind in capital reinvestment and was incurring significant operation and maintenance expenses. Hear about some of the challenges faced when Michael Feldman was brought in to build a new comprehensive owner organization to accept these new facilities and assets.

4.04 Which is Better – Sitting or Standing at Your Workstation
Room: Plaza 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 100 level
Speaker: Jeff Sanford, B.H.K., M.H.K., CPE

Since the majority of the day is spent sitting at work, researchers recommend performing physical activity at work to help address the growing obesity problem. This session will address both the benefits and consequences of prolonged sitting and standing, and will recommend an action plan to accommodate both activities.

4.05 Transition, Downsizing or Consolidating: An FM’s Use of a Master Plan to Guide Through Turbulent Times
Room: Georgia 1 & 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speaker: Renee’ Ponik

This session addresses how the FM community can use the master plan in collaboration with the real property officer as guidance during a period of downsizing or consolidation, as realized at the Kennedy Space Center when the Shuttle Program was terminated.

4.06 Hot Topics for Facility Managers at Large Law Firms
Room: Olympic 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Mike Lesage, CFM

This panel discussion will solicit topics from attendees. Discussions will cover topics such as space planning at law firms and the challenges of doing more with fewer resources.

4.07 Change Your Approach to Managing Change
Room: Gold Ballroom 3 & 4
Track Topic Area: Best Practices
Knowledge Level: 300 level
Speaker: Richard Janis, R.A., P.E., LEED AP BD+C

This session will cover the server room metrics, benchmarks and planning issues needed to report effectively and create comfort with upper management. It will also cover best practices and cite instances where things might have gone better had the FM been more thoroughly prepared.

4.08 Working in Harmony: Putting IT, HR & CRE/FM in a Room Together to Make Sweet Music
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speakers: Diane Coles Levine, MCR; James Ware, Ph.D., Emily Arison; Dennis Duran

The FM profession has been talking for years about the need for HR, IT and CRE/FM to work more closely together in support of workforce productivity. This panel includes senior professionals from all three disciplines who worked together to create a highly successful and award-winning flexible work program for SCAN Health Plan.

5.01 Server Room Best Practices: Learn the Language, Understand the Metrics, Reduce the Anxiety
Room: Plaza 2
Track Topic Area: Best Practices
Knowledge Level: 300 level
Speaker: Kirt Tuveson, CFM, SFP, IFMA Fellow

Discuss how to keep your “change radar” working at all times to help predict and prepare for events that may prevent the accomplishment of key goals for the FM function. Recognize the benefits of networking and keeping up with industry trends as a way to “tune” your radar efficiency.

5.02 Successfully Operating LEED Buildings: Setting Your Building Apart in the New Normal
Room: Gold Ballroom 1 & 2
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 200 level
Speakers: Candice Goldsmith, FMR, LEED AP O+M; Jeff Willford, LEED AP O+M; David Borchardt, P.E., LEED AP BD+C

This session will demonstrate how facility managers can shift their thinking about LEED certification as a once-and-done project a framework for continuous improvement.

5.03 Techniques for Managing & Recruiting Volunteer Committees
Room: Plaza 3
Track Topic Area: Leading and Managing Volunteer Leaders
Knowledge Level: 100 level
Speaker: Cookie Avila-Currier

This workshop will empower leaders to recruit and run well-managed committees utilizing the strengths and time constraints of each volunteer. Attendees will learn how to break down committee needs into specific and measurable tasks.

5.04 Cognitive FM – Saving Your Sanity in a Foreign Land
Room: Georgia 1 & 2
Track Topic Area: Change Management
Knowledge Level: 300 level
Speaker: John Ringness, SFP

The idea of individuals with specialized business expertise travelling to distant lands is certainly not new; but perhaps increasing our cultural sensitivity may be the necessity for effective work relationships. This session will examine the proactive measures to be taken both personally and professionally.

5.05 Best Practices For Dealing with Mold, Indoor Air Quality & Asbestos
Room: Olympic 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Stephen Masek

Facility professionals face the new threat of high levels of tenant employee paranoia over mold and other indoor air quality issues, and the old threat of asbestos. Discover how proper awareness and planning saves time, money and frustration while reducing the liability of the management company and owner.

5.06 Putting Out Fires Before They Start: Strategic Facility Planning Followed by AFC Business Meeting
Room: Gold Ballroom 3 & 4
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Jolie Lucas, CFM, AICP, LEED AP

The primary benefit of going through the strategic facility planning process is that it allows for a proactive rather than reactive approach to FM. Find out how two organizations completed their strategic facility plans. Hear about their challenges along the way and their anticipated implementation results.
5.07 Why Reengineering Processes, Policies & Supply Chains Are Critical for BIM Projects
Room: Plaza 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speaker: Andy Fuhrman, IFMA Fellow

This session will provide an overview of the value of BIM throughout its lifecycle for the Owner/FM, Discuss the need for a well-crafted change management plan used to help prepare you and your organization to successfully implement BIM technologies.

5.08 Mixing it Up: The Future of the Office Building
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speakers: Pat Tumbull, MA, LEED AP; Alexander Redlein, Ph.D.; Shawn Gehle

Discuss workplace mobility trends, broadening employee and corporate interest in sustainability, growing economic pressures on businesses, and the creative potential in existing structures. Panelists will describe several real-world case examples, and debate the pros and cons of multi-use buildings.

6.01 The Value of Digital Real Estate for Facility & Property Managers
Room: Plaza 2
Topic Track Area: Best Practices
Knowledge Level: 200 level
Speakers: Ted Ritter, LEED AP; Greg Gotcher

Developing and implementing an effective strategy for Digital Real Estate in any organization is essential to optimizing operations. This presentation will provide a definition of the current components of Digital Real Estate and a framework strategy to utilize these tools and benefit facility managers.

6.02 Is Your Office Stressing You Out & Making You Fat?
Room: Plaza 1
Track Topic Area: Sustainability/ Environmental Stewardship
Knowledge Level: 200 level
Speaker: Josh Radoff, LEED AP + BD&C

In this session, we present the growing body of research that links health, the built environment and occupant behavior. We will highlight strategies for designing, building and managing spaces that support a healthy, engaged and sustainable workforce.

6.03 Volunteer Leaders: Leadership Roundtables & Best Practice Sharing
Room: Gold Ballroom 3 & 4
Track Topic Area: Leading and Managing/Volunteer Leaders
Knowledge Level: 300 level
Speaker: Lowell Aplebaum, CAE

IFMA volunteer leaders will share information in areas critical to chapter/ council success. Participants are encouraged to bring their best practices in these areas, show samples of relevant brochures and communications, and prepare questions they would like to ask their officer peers.

6.04 Database Synergy for Facility Assets
Room: Gold Ballroom 1 & 2
Track Topic Area: Change Management
Knowledge Level: 300 level
Speaker: Sarah Peek

When you look at the Hartsfield-Jackson Atlanta International Airport Asset Management Data Mart today, one could not imagine what went into developing such a simple but powerful tool. Learn about a new but conscientious approach to looking at assets.

6.05 The Growing Deferred Maintenance Crisis
Room: Georgia 1 & 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speaker: Sean Bondar, CFM

In the first victims of today’s protracted recession is the delivery of appropriate facility maintenance services to our public facility infrastructure. This presentation will define, dissect and develop this topic with practical solutions that will stimulate FMs to initiate the discussion within their organization.

6.06 In Pursuit of a Sustainable Academic Workplace: Arlington Public School District
Room: Plaza 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speakers: Adam Stoltz; John Chadwick, AIA; RIBA; Carl Elefante, FAA; LEED AP

This session will discuss a case study on the pursuit of a more sustainable academic workplace for Arlington Public Schools. The session will focus on identifying ways to think holistically about sustainability, taking process, behavior and physical design into consideration.

6.07 Sustainability Programs that Produce Energy Star Rated Buildings
Room: Olympic 3
Track Topic Area: Sustainability/ Environmental Stewardship
Format: Case Study
Organization: IFMA
Knowledge Level: 300 level
Speakers: Jeffrey Goetz, P.E., LEED AP

This presentation explores how Fluor, a Fortune 125 company, took on the approach of developing day to day changes to reduce energy usage, improve operational reliability that resulted in over $2M in cost savings and (8) buildings totaling 1.5 million square feet obtaining Energy Star rating in less than 3 years.

Over the past two years the Fluor Campuses developed business cases to improve these buildings, improve their energy efficiency, lower their operating cost and support the focus of One Fluor, Fluor’s Sustainability Report and Energy Star.

Fluor’s Facility Management (FM) Division developed the Energy Efficiency and Conservation Guideline practice 000.653.8801 in 2009 to highlight the ‘low hanging fruit’ for conservation efforts. In conjunction with Real Estate & Office Services team Fluor implemented cost effective projects, following good business practices, with the result of the (4) buildings in Greenville, SC; the entire 1.2M square foot Houston, TX campus and (1) building in Aliso Viejo, CA receiving Energy Star Rating.

The practices were the bottom line solutions of integrating the programs for recycling, energy reductions and water conservation into the everyday practices. The campuses were able to capitalize on local incentives and rebates from the utility companies to lower the return on investment on the upgrade projects.

The participants will learn how to go from analysis, to the concepts of implementing the final result – energy reduction, sustainable sites, cost savings and Energy Star.

6.08 It’s the Data, Stupid! The CRE Playbook on Big Data & Analytics
Room: Olympic 1
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speakers: Nancy Johnson Sanquist, IFMA Fellow; John Serri, Ph.D.

Big data is one of the market forces that is changing the way we need to work in real estate and FM. Learn how date, along with other forces such as social media and cloud computing, is needed to plan for and manage real property portfolios more efficiently and effectively.
8 a.m. - 9 a.m.

7.01 Don't Be Caught Off Guard: A Primer on Pre- and Post-disaster Planning
Room: Gold Ballroom 2
Track Topic Area: Best Practices
Knowledge Level: 200 level
Speaker: Gregory Carothers, CFM, GBCI

This presentation will provide actionable and successful pre- and post-disaster planning procedures and will explore exciting new technology to help facilities quantify the damage of their facilities within minutes of a natural disaster.

7.02 Lean Back & Relax: A New Approach to Solid Waste
Room: Georgia 1
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 300 level
Speakers: Meredith Gethin-Jones, PC, LEED AP BD+C; Gerry McMillan, PE

This session will present a powerful new approach to tackling the management of solid waste. Hear about how the University of Pennsylvania has embarked on an innovative approach to develop a Solid Waste Management Plan by applying proven Lean process improvement techniques.

7.03 Inter-chapter Collaboration Benefits: IFMA's Tri-chapter Accord Case Study
Room: Olympic 3
Track Topic Area: Leading and Managing/Volunteer Leaders
Knowledge Level: 100 level
Speakers: Melissa Schumacher, Sue Bunker, CFM, FMP, LEED GA; Kyle Roux, CFM, FMP

To achieve high performance operations in commercial buildings, many owners and operators use external parties to facilitate technical processes. Discover how reversing this trend and bringing in the tools and training to empower building engineers for sustainability will yield deeper, institutionalized, longer lasting results.

7.04 Go-bility: Designing & Managing Space on the Go
Room: Gold Ballroom 1
Track Topic Area: Change Management
Knowledge Level: 200 level
Speaker: Kay Sargent, ASID, IIIDA, CID, LEED AP ID+C

This presentation is intended to offer a roadmap to offices of other regional chapters to come together and be even more value to their members.

7.06 Council Committee Leadership & Best Practices Session
Room: Gold Ballroom 3
Track Topic Area: Leading and Managing/Volunteer Leaders
Knowledge Level: 300 level
Speaker: William O'Neill, CFM

The audience will be invited to participate with their personal mobile devices in demonstrations showing how all 112 California Community Colleges are using the ‘FUSION’ of facility data with building data for work across the facility lifecycle.

7.07 MCIC Updates, Initiatives & Business Meeting
Room: Olympic 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speakers: Judie Cooper, CFM; Greg McDaniels

The Annual MCIC Business Meeting and Breakfast will be conducted for members and interested guests. This meeting will inform members and guests of developments in the FM profession working with cultural institutions and non-profit organizations.

9:15 a.m. – 10:15 a.m.

8.01 BIM Master Planning for 72 Million Square Feet
Room: Gold Ballroom 2
Track Topic Area: Best Practices
Knowledge Level: 100 level
Speaker: John Roach, Kimon Onuma, FAIA; Rob Barthelman, AIA

This session will present a powerful new approach to tackling the management of solid waste. Hear about how the University of Pennsylvania has embarked on an innovative approach to develop a Solid Waste Management Plan by applying proven Lean process improvement techniques.

8.02 In-sourcing High Performance Operations: Engineering Tool Kits & Training
Room: Georgia 1
Track Topic Area: Sustainability/Environmental Stewardship
Knowledge Level: 200 level
Speaker: Jenny Carney, LEED AP O+M

This session will present a powerful new approach to tackling the management of solid waste. Hear about how the University of Pennsylvania has embarked on an innovative approach to develop a Solid Waste Management Plan by applying proven Lean process improvement techniques.

8.03 IFMA Chapter Website Management: Best Practices
Room: Olympic 3
Track Topic Area: Leading and Managing/Volunteer Leaders
Knowledge Level: 100 level
Speaker: David Suter, CFM, LEED GA

The purpose of this presentation is to review best practices used by the San Diego Chapter for their Web communications, and to assist other chapters in building better communications.

8.04 Integrated Capital & Maintenance Budgets for Improved C-Suite Funding
Room: Gold Ballroom 1
Track Topic Area: Change Management
Knowledge Level: 200 level
Speaker: Tim O’Malley, CFM, CFMJ

This session will present a powerful new approach to tackling the management of solid waste. Hear about how the University of Pennsylvania has embarked on an innovative approach to develop a Solid Waste Management Plan by applying proven Lean process improvement techniques.

8.05 Understanding the Basics of Blueprints
Room: Georgia 2
Track Topic Area: Council/Industry Specific
Knowledge Level: 200 level
Speaker: Dick Currier

This is a fundamental blueprint reading course designed to help facility professionals find essential building information quickly and efficiently. The course will cover types of drawings, applicable codes and other pertinent information.

8.06 What’s Your Facility’s Value Proposition? Thinking & Planning Strategically
Room: Gold Ballroom 3
Track Topic Area: Council/Industry Specific
Knowledge Level: 300 level
Speaker: Barry Lynch, CFM, SFP, MBA, NCARB, IFMA Fellow

In today’s low growth economy, facility managers are so focused on controlling operating costs that they sometimes forget the value of managing fixed assets. Discover how “strategic thinking” can be applied as FMs use the strategic facility planning process for optimizing asset management.

8.07 Hot Topics for Legal Industry Facility Managers, Part 2
Room: Olympic 2
Track Topic Area: Legal (LIC)
Format: Round Table Discussion
Knowledge Level: 200 level
Speaker: Joseph Geierman, CFM, FMP, Troutman Sanders, Facilities & Office Services Manager

Corporate Real Estate Council/WE Kickoff
2 p.m. - 5 p.m.
Gold Ballroom 4

This follow-up roundtable discussion will address hot topics for facility managers employed by law firms.
9.00 CLOSING POWER SESSION
– Zero to Breakthrough: How a Breakthrough Mentality Creates Breakthrough Results

Room: Premier Cinema
Track Topic Area: Change Management
Knowledge Level: 200 level
Speakers: Vernice Armour

Hear Vernice “FlyGirl” Armour’s Seven Steps from the “Zero to Breakthrough” Success Model. Armour shares her experiences as a police officer, combat pilot and entrepreneur to illustrate what propelled her to EXCELerated results, breakthrough barriers and breakthrough opportunities.

In just two years, Vernice “FlyGirl” Armour went from beat cop to America’s first African American female combat pilot. From her experiences, she created a seven-step process called the Zero to Breakthrough™ Success Plan. She now travels extensively sharing this message through her keynotes, coaching and seminars.

Book signing will be in the Premier Cinema foyer following the speech.

Managing CEUs and CFM® Maintenance Points

You are eligible to receive Continuing Education Units and Certified Facility Manager® maintenance points for attending sessions at Facility Fusion.

To receive CEU points: You must pay the US$12 processing fee during registration, collect the code provided during the session, log on to http://ceu.experient-inc.com/FFN131 and pass a five-question assessment developed by the speaker. CEUs can only be earned upon successful completion of the assessment.

To receive 20 CFM maintenance points: You must place your registration confirmation notice into your maintenance records. No assessment is needed if you only want to earn CFM maintenance points.

Sustainability at Fusion

IFMA follows a set of sustainable policies and practices at all of our events. We encourage our event partners, exhibitors, sponsors and attendees to do their part in reducing our carbon footprint.

Travel/Carbon Offsets: Travel is a necessity for many of our attendees and exhibitors. Many exhibitors have internal sustainability strategies in place. Those who would like to calculate their carbon footprint will find helpful tips and links on the Facility Fusion website.

Recycling: Drop unwanted papers, used cans and bottles in recycling bins located throughout the convention center. Drop your conference name badge in recycling bins for reuse at future IFMA events.

Reduced Paper Usage: Primary distribution of event information via website and email. Minimal on-site materials and handouts. Post-conference panel notes, presentations and proceedings available on the event website. Online session evaluations.

Go Paperless: Take electronic notes. Exchange contact information with a Smartphone app.

IFMA’s Sustainable Exhibitor Program

All exhibitors have been invited to participate in this program, which recognizes outstanding efforts in successfully demonstrating sustainable practices. Prior to Facility Fusion, exhibitors were asked to complete a sustainability scorecard developed by the Leonardo Academy, a third-party, nonprofit organization that specializes in sustainability solutions. Based on an objective evaluation of the entries, the exhibitor with the highest overall scorecard will receive the IFMA Award for Sustainable Exhibitors.

The JW Marriott Los Angeles L.A. LIVE:

The JW Marriott has earned the U.S. Green Building Council’s (USGBC) Silver Leadership in Energy and Environmental Design (LEED) certification. This prominent distinction recognizes the high-rise tower as an environmentally responsible, profitable and healthy place to live and work.

How high-performance is your facility? Find out with IFMA’s ENERGY STAR® Challenge. Learn to maximize energy efficiency and compare your facility to those managed by other IFMA members. Set up your ENERGY STAR building profile to share data through our IFMA Master Account. All it takes is five steps and five minutes. Visit ifma.org/sustainability for details.

BE A STAR!

Take the IFMA ENERGY STAR® Challenge!
Networking Events & Facility Tours

The smaller, more intimate setting at Facility Fusion lends itself to more powerful networking and guaranteed professional connections. Join your peers at the following exciting events.

Welcome Reception
Tuesday, April 2
6 p.m. – 7:30 p.m., Expo Floor
Come join your peers for food and drinks while exploring all our exhibitors have to offer.

Southern California After-Party
7:30 p.m. – 9 p.m.,
Diamond Ballroom Foyer
Don’t miss this delicious after-party on your way out, the Southern California Chapters have a great surprise for us!

L.A. Clippers Basketball Game
Wednesday, April 3
7 p.m. at the Staples Center
Join colleagues at the L.A. Clippers basketball game at the Staples Center located in L.A. LIVE! Tickets are available through Facility Fusion registration for US$45 per seat.

L.A. LIVE Restaurant Discount – Save 10%
Show your Fusion badge and receive a discount at participating L.A. LIVE restaurants, including ESPN Zone and Trader Vic’s.
Visit our Entertainment Page at www.facilityfusion.ifma.org/LA for additional sight-seeing options, restaurants and bars.

LAX Central Utility Plant
Los Angeles World Airports is currently replacing the Central Utility Plant at Los Angeles International Airport (LAX). On the tour you will be able to view combustion gas turbines, heat-recovery steam generators, cooling towers, and a state-of-the-art computerized building information and management system for the entire Central Terminal Area.

Los Angeles Union Station
Union Station is considered a national landmark and is a historical Los Angeles monument. It is the focal point for renewed travel and commuting activity, and is used by more than 50,000 passengers and commuters a day.

The Getty Center
The 110-acre Getty Center has attracted nearly 19 million visitors since opening in December 1997. Participants will meet with the director of facilities and tour behind-the-scenes at the Getty Center.

Note: All tours will depart the host facility no later than 5:00 p.m.

Beckman Research Institute of City of Hope
An independent biomedical research, treatment and education institution, City of Hope is a leader in the fight to conquer cancer, diabetes, HIV/AIDS, and other life-threatening diseases.

California Science Center
Named by Forbes.com as the most popular museum destination in Southern California, The California Science Center tour will include a back-of-house look at the Ecosystems unique support systems by CSC personnel.

IFMA Foundation Facility Fusion Golf Tournament
Friday, April 5
Brookside Golf Club in Pasadena, Calif.
8 a.m. Shotgun Start
Join fellow FMs at the first annual IFMA Foundation Facility Fusion Golf Tournament. Designed by famed golf architect William P. Bell, Brookside Golf Club’s 36 holes are nestled in the golden foothills of Pasadena next to the world famous Rose Bowl. The golf courses at Brookside have hosted many major championships including the Los Angeles Open and the National Public Links Championship.

Registration and breakfast held prior to 8 a.m. shotgun start. Luncheon, awards and prizes will follow the tournament at the club.

Visit facilityfusion.ifma.org/features to register.
### Exhibitor | Sponsor Listing

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**Exhibitor Listing - CSPs are listed in bold.**

### 2013 Exhibitors

**Booth: 306**

**ABM**

5200 S. Eastern Ave.
Los Angeles, CA 90040
P: +1-323-720-4020
F: +1-323-720-4006
W: [www.abm.com](http://www.abm.com)

ABM stands ready to deliver facility solutions to meet your requirements—whatever those needs may be and wherever your properties are located. We focus on our core businesses so that you can focus on yours. ABM builds value for our clients by reducing operating costs while keeping their properties safe, clean, comfortable and energy efficient, through individual or integrated solutions such as: Electrical & Lighting, Energy, Janitorial, Parking & Transportation, Security Personnel & Consulting.

**Booth: 605**

**Accruent**

10801-2 N. Mopac Expressway, Suite 400
Austin, TX 78759
P: +1-512-861-0726
F: +1-512-342-2449
W: [www.accruent.com](http://www.accruent.com)

With over 100 years of industry experience, Accruent is a leader in the custom manufacturing and installation of commercial awnings, canopies, umbrellas, shade structures, and cabanas. Customers of our custom canopies and awnings include some of the premiere names in the restaurant, hospitality, retail, and commercial development industries in every state and in over 15 countries—all of whom have benefited from our products.

**Booth: 310**

**ACC Environmental Consultants, Inc.**

1055 Wilshire Blvd., Suite 1450
Los Angeles, CA 90017
P: +1-213-353-1240
F: +1-213-353-1244
W: [www.accenv.com](http://www.accenv.com)

Established in 1986, ACC Environmental Consultants, is an employee-owned full service environmental consulting and design firm recognized for its excellence and reliable client service. ACC Services include: Asbestos & Lead-Based Paint Testing, Industrial Hygiene Services, OSHA Training, Indoor Environmental Quality Testing, LEED Environmental Certification, Water Intrusion and Mold Inspections, Phase I ESA, Phase II: Soil and Groundwater Investigation, Underground Storage Tank Consulting.

**Booth: 201**

**Academy Awnings**

2510 Matt Ave.
Los Angeles, CA 90040
P: +1-323-721-2929
F: +1-323-721-2924
W: [www.academyawnings.com](http://www.academyawnings.com)

With SaaS solutions, Accruent helps organizations maximize the productivity of real estate assets, efficiently manage projects, and cost-effectively maintain facilities. Accruent’s six product solutions, Accruent, 360Facility, FMIS, Evocco, Sisterra and Expesite, collaboratively increase the return on investment that organizations see in their second-largest expense and the number one financial obligation.

**Booth: 507**

**Agile OAK**

24 Edison Terrace
Sparta, NJ 07871
P: +1-862-879-8118
F: +1-973-440-1513
W: [www.agileoak.com](http://www.agileoak.com)

Agile OAK is a management consulting firm that advises companies on their facility management and real estate functions. Services include: operational and organizational assessments, organizational design, strategic sourcing support and facilitation, FM workshops and market perspectives. Agile OAK’s use of Web-based technology and comprehensive FM market intelligence enables highly efficient, results-driven support.

**Booth: 608**

**Alliance Environmental Group Inc.**

990 W. Tenth St.
Azusa, CA 91702
P: +1-626-633-3516
W: [www.alliance-enviro.com](http://www.alliance-enviro.com)

Alliance is one of the most experienced environmental contractors in California. Our combined experience exceeds 51 years, Alliance staff members have successfully completed more than 55,000 projects. Whether it’s a simple residential dust removal or a full scale commercial building abatement, satisfied customers include insurance carriers, real estate and lending institutions, restoration specialists, construction companies, & government agencies, as well as private industry & homeowners.
2013 Exhibitors

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P: +1-925-949-5119
W: www.e-arc.com

ARC Document Solutions provides business-to-business document management services to the architectural, engineering and construction (AEC) industry. It also provides these services to companies in other industries that require sophisticated document management services.

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F: +1-617-542-8860
W: www.awaremanager.com

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F: +1-415-522-1600
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W: www.bimshift.com

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1131 W. Warner Road, Suite 102
Tempe, AZ 85284
P: +1-480-346-2200
F: +1-480-346-2201
W: www.bigcenter.com

Business Integration Group, Inc. (i.e. BIG) provides an Integrated Workplace Management System for corporate occupiers, universities, and investors that delivers cost effective strategic insight across the real estate lifecycle. BIG’s offerings in Facility, Lease, Project, Sustainability & Occupancy Management can be utilized individually, holistically or in any combination. Further information is available at www.bigcenter.com.

Booth: 300
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F: +1-302-733-0478
W: www.cadapultfm.com

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W: www.drawbase.com

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W: www.foxcorp.com

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W: www.gcaservices.com

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W: www.extension.uci.edu/facilities

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We hope to see you at the following IFMA events:

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**European Facility Management Conference**
May 22 - 24, 2013
Prague, Czech Republic

**World Workplace Asia**
Sept. 5 - 6, 2013
Shanghai, China

**Public Policy Forum & Advocacy Day**
Sept. 17 – 18, 2013
Washington, D.C., USA

**IFMA’s World Workplace**
The Facility Conference & Expo
Oct. 2 – 4, 2013
Philadelphia, Pa., USA

**IFMA Facility Fusion 2014 Canada**
March 18-20, 2014
Ottawa, Ontario, Canada

**IFMA Facility Fusion 2014**
April 15 – 17, 2014
Washington, D.C., USA