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Navigating Your Virtual Experience

All times listed in Central Standard Time (CST).

Begin your experience in the World Workplace 2020 virtual lobby. Clickable areas include:

**Keynotes:**
- General Sessions Welcome Message
- Daily Keynote Speakers

**Expo Hall:**
- Exhibitor Booths
- IFMA Central Booth
- Expo Hall Scavenger Hunt*

**Breakouts:**
- CEU & CFM Recertification Activity Credit
- Daily Breakout Sessions

**Roundtables:**
- Daily Member Roundtables**

**Virtual Info Desk:**
- IFMA Information
- Technical Support
- Register for World Workplace 2021

**CSP:**
- Learn about IFMA Corporate Sustaining Partners (CSP)

**Digital Directory:**
- Your guide to World Workplace event

**Special Events:**
- IFMA Fellows Class of 2020 and Chair Citation
- IFMA's 2020 Awards of Excellence
- Forty Under 40
- IFMA Credential Information Session
- IFMA Foundation IgniteFM! Student Competition
- IFMA 40th Anniversary Celebration
- Component Happy Hours

* Visit exhibitor booths with a treasure chest to play the scavenger hunt
** Roundtables are exclusive to IFMA members; pre-registration required to access session

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Tweet about the World Workplace Virtual Experience using #IFMAWW20
Welcome to World Workplace 2020

The International Facility Management Association (IFMA), the Royal Institution of Chartered Surveyors (RICS), our sponsors, exhibitors, partners, speakers, chapters, program committee members and many others who contributed to organizing and supporting World Workplace 2020 welcome you and thank you for attending.

Our professional community manages best when we work together. That shared drive to exchange knowledge and insights, reunite with colleagues and friends, build a bright future for our industry and safeguard everyone who enters our facilities is why we committed to proceed with World Workplace this year. Ensuring that everyone who wanted to attend could do so safely, affordably and effectively is why we transformed our flagship event into a Virtual Experience.

We invite you to stop by IFMA Central, located in the expo hall this Wednesday and Thursday to meet IFMA staff members and learn more about the resources, opportunities and benefits available as you and your teams continue to prepare for a new world of work.

We also invite you to join us in celebrating IFMA’s 40-year anniversary. The strides we’ve made to support and advance the facility management profession could not have been achieved without the dedication and contributions of our entire community. Staying strong, working together and continuing to build the FM industry in a year fraught with adversity is another milestone to add to the IFMA story.

Don Gilpin
IFMA President and COO

Peter Ankerstjerne
MBA, COP, FRICS, IFMA Fellow
IFMA Chair

Laurie A. Gilmer
P.E., CFM, FMP, SFP, LEED AP
IFMA First Vice Chair

Dean Stanberry
CFM, LEED AP O+M
IFMA Second Vice Chair

Brought to you by
Sponsors

Please join us in thanking our valued sponsors for their generous support of World Workplace.

Premier Sponsors

Able Services
ABM
Apex Surface Care
C&W Services
Crandall Office Furniture
Davey Tree Experts
Ecotech Office Environments
EMCOR Facilities Services
FM:Systems
FMJ
FreeAxez
GP PRO (Georgia-Pacific)
Honeywell Building Management Systems
iOFFICE, LP
Kelly Services
LogiSon Acoustic Network
milliCare Floor & Textile Care
New Pig Corporation
Notifi
Planon
Securitas Security Services USA, Inc.
ServiceMaster Restore
SpaceIQ
Sunbelt Rentals

Participating Partners
Your workplace and assets have evolved. So have our enterprise solutions. Rediscover what it means to be responsive.

Service Center, CEUs, CFM® Recertification Activity Credit

Attendee Service Center
Go to https://events.ifma.org/worldworkplace/2020/registration_update.cfm
Log in with your username (email) and password
- Log CEUs
- Download the attendee roster, session handouts and slides
- Evaluate sessions
- Review/edit registration details
- Reprint registration confirmation and invoice

Managing CEUs*
To receive Continuing Education Units for attending World Workplace sessions, you must:
- Log into the Attendee Service Center.
- Click “Start CEU Process” on the left-hand side.
- Click “Start” next to the session you attended.
- Complete the session evaluation.
- Click “Start Test” next to the session.
- Complete the five-question assessment.
- Download your certificate.

*You will have until Dec. 31, 2020 to take the assessments and log CEUs. After Dec. 31, 2020, the CEU site will close and no CEU credits may be entered. To receive CEUs or LUs from other organizations, contact those organizations for instructions on reporting credit hours.

Certified Facility Manager® Activity Credit
To receive one activity toward CFM renewal, record your attendance for the two-day virtual conference on your CFM Recertification Form in CAMP. At recertification time, submit your completed form.
Save money in your mail room
Cut costs on labor & equipment with Notifii Track, a package management solution designed to cut down the time spent on package logging by 75%.

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Search for packages by name or tracking number and generate reports such as daily and monthly package totals, age of packages pending, and many more.

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sales@notifii.com
Virtual Expo Hall

Source new vendors, exceptional products and helpful solutions for managing daily tasks, upgrading facility performance and efficiency, and staying vigilant in keeping facilities safe and healthy. Connect with partners who can help you tackle unprecedented challenges.

Dedicated Expo Hours
- Wednesday, Dec. 9 | 11 a.m. – 12:30 p.m.
- Thursday, Dec. 10 | 11 a.m. – 12 p.m.

Conference attendees have access to the expo hall 24 hours a day/7 days a week through Dec. 31

IFMA Central
Learn about the exceptional resources available through the world’s largest association for facility management. From member-only benefits and access to industry-leading content, to a range of professional development and career growth opportunities, IFMA places you in the center of the FM world.

Expo Scavenger Hunt
How to play:
- Once logged in to the World Workplace Virtual platform, enter the Expo Hall
- In the Expo Hall, click on the Expo Scavenger Hunt link to access your game card
- Visit each of the exhibitor booths listed below during World Workplace (Dec. 9-10) to complete your game card
- Once your game card is complete and submitted, you will be entered into the Expo Scavenger Hunt prize drawing for a chance to win a US$200 gift card.
- Deadline to submit your completed game card: Dec. 11

5 Lucky Winners Will Be Chosen! Winners will be announced on Dec. 21

- Crandall Office Furniture
- Ecotech Office Environments
- EMCOR Facilities Services
- FreeAxez
- GP PRO (Georgia-Pacific)
- LogiSon Acoustic Network
- New Pig Corporation
- Notifii
- Securitas Security Services, USA
- ServiceMaster Restore

Bonus Round
Earn one expo point for every scheduled video call with a World Workplace Virtual Exhibitor. The request for the video call must be submitted between Dec. 9 - 30. All attendees who participate in the Bonus Round will be entered into a drawing to win a US$100 gift card.

Jan. 12 - winners for Bonus Round announced

5 LUCKY WINNERS WILL BE CHOSEN!
Program Schedule

Wednesday, Dec. 9

10 a.m. – 11 a.m.
Official Welcome
Day 1 Opening Keynote Speaker Shawn Kanungo

11 a.m. – 12:30 p.m.
Virtual Expo Hall Open
Expo Hall

12:30 p.m. – 1:30 p.m.
Concurrent Educational Sessions 1.01 – 1.05
Breakouts Room

1:30 p.m. – 2 p.m.
Break

1:30 p.m. – 2 p.m.
Roundtable Discussions: IFMA Members Only
.members must pre-register; space is limited
Roundtables Room

2 p.m. – 3 p.m.
Concurrent Educational Sessions 2.01 – 2.05
Breakouts Room

3:30 p.m. – 5 p.m.
IFMA’s 40th Anniversary Celebration
Special Events Room

Thursday, Dec. 10

10 a.m. – 11 a.m.
Day 2 Opening Keynote Speakers Céline & Fabien Cousteau

11 a.m. – 12 p.m.
Virtual Expo Hall Open
Expo Hall

12 p.m. – 1 p.m.
Concurrent Educational Sessions 3.01 -3.05
Breakouts Room

1 p.m. – 2 p.m.
Concurrent Educational Sessions 4.01 – 4.05
Breakouts Room

2 p.m. – 2:30 p.m.
Break

2 p.m. – 2:30 p.m.
Roundtable Discussions: IFMA Members Only
.members must pre-register; space is limited
Roundtables Room

2:30 p.m. – 3:30 p.m.
Concurrent Educational Sessions 5.01 – 5.05
Breakouts Room

4 p.m. – 5:30 p.m.
IFMA Component Virtual Happy Hours
Special Events Room

Disruption strategist Shawn Kanungo has worked with hundreds of organizations on their journey to digital transformation. In his 12 years at Deloitte, he helped corporate executives better understand and plan for the opportunities and threats associated with disruptive innovation. Now, as partner of Queen & Rook Capital, Shawn helps organizations adapt to the digital age. He’s been recognized as one of Avenue Magazine’s “Top 40 Under 40” and one of Inc.’s 100 Most Innovative Leadership Speakers.

Céline and Fabien Cousteau illustrate how Corporate America’s contribution to the sustainability of the planet impacts the overall economy. The Cousteaus are committed to educating the world about our shared home — the water planet. In this illuminating presentation, they reveal how our cultures and the plants and animals that surround us are interconnected, showing that protection of the environment is also protection for our diverse cultures.
Special Events

Each year, World Workplace offers career-enhancing, thought-provoking, stimulating and celebratory activities around every corner. We’ve brought our most inspiring programs to your Virtual Experience.

**2020 Class of IFMA Fellows**

IFMA’s Fellows Program was established to honor distinguished lifelong achievement in FM and IFMA. The prestige of being named an IFMA Fellow is unrivaled among workplace-related recognitions. Fellows dedicate countless hours to advancing the industry and travel the world representing the association and industry. This year, four individuals have been honored for their accomplishments and contributions.

Diane Coles Levine, MCR, IFMA Fellow

Geoff Williams, CFM, FMP, SFP, IFMA Fellow

Kenneth Foo Yew Hoong, BEng(Hons), GDipM, IFMA Fellow

Valerian Moraes, CFM, MBA, Assoc. RICS, IFMA Fellow

**Chair Citation**

It’s the privilege of each IFMA chair to recognize individuals whose cumulative accomplishments have had such a profound impact on our entire community, it’s impossible to imagine the progress we’ve made as an association and a profession without their counsel, ingenuity and initiative. See who’s been honored by Chair Peter Ankerstjerne for their extraordinary achievements.

**IFMA’s 2020 Awards of Excellence**

Recognizing the outstanding achievements of individuals, chapters, councils, communities and partners, IFMA’s annual awards program honors those who have made exceptional contributions to the advancement of the FM profession and the association. Hear from each of this year’s winners.

**Forty Under 40**

In celebration of IFMA’s 40-year anniversary, we’re spotlighting the future of the FM industry by honoring the talents and achievements of young facility professionals under 40 years of age as they rise through the ranks of the profession. Hear the incredible stories of up-and-coming industry influencers.

**IFMA Foundation Events**

IFMA Foundation IgniteFM! Student Competition, 2020 Scholarship Presentation, IFMA Foundation’s Awards of Excellence and the IFMA Foundation Charity Auction. Proceeds from the auction supports the mission and vision of the organization. Check off your gift list and support the future of FM. Auction will open Wednesday, Dec. 9 at 6:00am CST and ends Sunday, Dec. 13, 2020 at 5:00pm CST. YourCharityAuction.com/ifmafoundationholiday

**IFMA Credential Info Session**

IFMA credentials provide opportunities for entry into and advancement in facility management. Learn about the benefits of earning one or more of these internationally recognized credentials.

Learn about IFMA’s official magazine, written by and for workplace professionals. Articles offer practical takeaways and globally applicable best practices to help you optimize your facilities.
Special Events

IFMA’s 40th Anniversary Celebration
Wednesday, Dec. 9 | 3:30 p.m. - 5 p.m.

Don’t miss out on this special, interactive celebration. Engage with FM leaders while a virtual bartender demonstrates signature cocktails, earn trivia game prizes, and raise a glass with IFMA President and COO Don Gilpin as we toast and reflect on four decades of groundbreaking achievements.

IFMA Component Virtual Happy Hour
Thursday, Dec. 10 | 4 p.m. – 5:30 p.m.

Connect with colleagues from around the world in a format that’s become familiar, and preferable, during the pandemic. Join in with your favorite beverage and snack of choice, reunite with professional pals, form new friendships and continue the discussion on building the future of FM.

Scheduled Events

IFMA Member Roundtable Discussions
Wednesday, Dec. 9 & Thursday, Dec. 10
Facility management is always changing, especially amid unprecedented times like these. Roundtable discussions offer a valuable opportunity for FMs to share real-world experiences that can help colleagues as they encounter challenges and pursue goals. Add your voice to the FM industry discourse and benefit from the knowledge of fellow FMs. Roundtables are exclusive to IFMA members. Pre-registration is required to enter the room.

Dec. 9, 1:30 p.m. – 2 p.m.
- FM Myths vs. FM Facts
- Lessons Learned: Competing Safety vs. Privacy Issues
- Isn’t it Obvious? No – What to Communicate and When
- Repair or Replace – That is the Question
- Staying on Top of Your To-Do’s

Dec. 10, 2 p.m. – 2:30 p.m.
- FM:Evolution or FM:Revolution
- Developing FM Talent
- Cap-Ex: I Want vs. I Need
- Economy: How Does an FM Prepare for the Future During an Uncertain Economy?
- Risk vs. Reward
Corporate Sustaining Partners

IFMA Corporate Sustaining Partners (CSPs) have made an investment in the continued advancement of the FM profession — they’ve made an investment in you. Look for exhibiting CSPs in the expo hall and join us in thanking these highly reputable companies for their active, ongoing and generous support.
### Virtual Exhibitors by Category

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### Schedule | Wednesday, Dec. 9

**All times listed in Central Standard Time**

#### Opening Keynote Speaker Shawn Kanungo

10 am - 11 am

11 am - 12:30 pm

**Virtual Expo**

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<td>10 am</td>
<td>FM Myths vs. FM Facts Facilitators: Don Ricker, NCIDQ, IDA, Senior</td>
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<td>Accounts &amp; Customer Advisory Board Chair, Otis Elevator Company;</td>
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<td></td>
<td>Michael Savitt, National Field Sales Manager, Excel Dryer</td>
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<tr>
<td>11 am</td>
<td>Lessons Learned: Competing Safety vs. Privacy Issues Facilitators:</td>
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<td>Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and</td>
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<td>Co-founder of Adea; Adrian Weygandt, Managing Director, Spacewell</td>
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<tr>
<td>11 am</td>
<td>Isn’t it Obvious? No – What to Communicate and When Facilitators:</td>
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<td>Kate Pichelman, Product Manager, Gensler; Stephen Nichols, Systems</td>
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<td>Engineer, Otis Elevator Company; Grant Morgan, Co-Founder &amp; CEO, R-Zero;</td>
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<td>Patti Cruse, Vice President Strategic Accounts, Tarkett</td>
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<tr>
<td>1:30 -</td>
<td>RT 1.01: FM Myths vs. FM Facts Facilitators: Don Ricker, NCIDQ, IDA,</td>
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<td>Strategic Accounts &amp; Customer Advisory Board Chair, Otis Elevator</td>
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<td></td>
<td>Company; Michael Savitt, National Field Sales Manager, Excel Dryer</td>
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<td>1:30 -</td>
<td>RT 1.02: Lessons Learned: Competing Safety vs. Privacy Issues</td>
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<td>Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C.</td>
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<td>Wang, CEO and Co-founder of Adea; Adrian Weygandt, Managing Director,</td>
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<td></td>
<td>Spacewell</td>
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<td>1:30 -</td>
<td>RT 1.03: Isn’t it Obvious? No – What to Communicate and When Facilitators:</td>
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<td>Engineer, Otis Elevator Company; Grant Morgan, Co-Founder &amp; CEO, R-Zero;</td>
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<td>Patti Cruse, Vice President Strategic Accounts, Tarkett</td>
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<td>2:00 -</td>
<td>RT 1.04: Repair or Replace – That is the Question Facilitators:</td>
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<td>Cleaner, IICRC Approved Instructor, Green Cleaning University, Green</td>
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<td>Cleaning Professional, milliCare; Don Newell, PE, CEM, LEED AP,</td>
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<td>EMCOR Building Services</td>
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<td>2:00 -</td>
<td>RT 1.05: Staying on Top of Your To-Do’s Facilitators: Brian Haines,</td>
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<td>Vice President of Strategy, FM Systems; Angel Doyle, Senior Director of</td>
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#### Break

1:30 - 2 pm

2:00 - 3:00 pm

**FM Myths vs. FM Facts** Facilitators: Don Ricker, NCIDQ, IDA, Senior Associate, Gensler; Federico Garcia Parra, Head of Global Strategic Accounts & Customer Advisory Board Chair, Otis Elevator Company; Michael Savitt, National Field Sales Manager, Excel Dryer

#### FM Solutions

**Robotics & Automation to Rebuild Trust in Your Workplace Experience** Speaker: Brady Watkins

**Lessons Learned: Competing Safety vs. Privacy Issues** Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and Co-founder of Adea; Adrian Weygandt, Managing Director, Spacewell

**Isn’t it Obvious? No – What to Communicate and When** Facilitators: Kate Pichelman, Product Manager, Gensler; Stephen Nichols, Systems Engineer, Otis Elevator Company; Grant Morgan, Co-Founder & CEO, R-Zero; Patti Cruse, Vice President Strategic Accounts, Tarkett

#### FM Myths vs. FM Facts

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#### Repair or Replace – That is the Question

Facilitators: Stephen Lewis, Senior Carpet Inspector (FCITS), IICRC Master Textile Cleaner, IICRC Approved Instructor, Green Cleaning University, Green Cleaning Professional, milliCare; Don Newell, PE, CEM, LEED AP, EMCOR Building Services

#### Staying on Top of Your To-Do’s

Facilitators: Brian Haines, Vice President of Strategy, FM Systems; Angel Doyle, Senior Director of Operations, C&W Services

#### RT 1.01

**Learning Level:** Intermediate

**Topic:** FM Solutions

**Robotics & Automation to Rebuild Trust in Your Workplace Experience** Speaker: Brady Watkins

**Lessons Learned: Competing Safety vs. Privacy Issues** Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and Co-founder of Adea; Adrian Weygandt, Managing Director, Spacewell

#### RT 1.02

**Learning Level:** Intermediate

**Topic:** Technology

**Organizational Strategy for FM Departments in an IoT World** Speakers: Geoff Williams, FMR, SFP, IFMA Fellow; Ted Ritter, LEED-AP, CBD, PMP, IFMA Fellow; Ted Mort; Erik Jaspers

**Lessons Learned: Competing Safety vs. Privacy Issues** Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and Co-founder of Adea; Adrian Weygandt, Managing Director, Spacewell

#### RT 1.03

**Learning Level:** Intermediate

**Topic:** Operations & Maintenance

**The Digital Transformation of Clean Air Management** Speaker: Ellie Amirnasr

**Isn’t it Obvious? No – What to Communicate and When** Facilitators: Kate Pichelman, Product Manager, Gensler; Stephen Nichols, Systems Engineer, Otis Elevator Company; Grant Morgan, Co-Founder & CEO, R-Zero; Patti Cruse, Vice President Strategic Accounts, Tarkett

#### RT 1.04

**Learning Level:** Intermediate

**Topic:** Workplace Evolutionaries Shifting From Fixed to Fluid Speakers: Chris Kane; Kate North

**Lessons Learned: Competing Safety vs. Privacy Issues** Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and Co-founder of Adea; Adrian Weygandt, Managing Director, Spacewell

## IFMA Member Roundtable Discussions (pre-registration required)

- **2.01**
  **Learning Level:** Intermediate
  **Topic:** FM Solutions
  **Robotics & Automation to Rebuild Trust in Your Workplace Experience** Speaker: Brady Watkins

- **2.02**
  **Learning Level:** Intermediate
  **Topic:** Technology
  **Organizational Strategy for FM Departments in an IoT World** Speakers: Geoff Williams, FMR, SFP, IFMA Fellow; Ted Ritter, LEED-AP, CBD, PMP, IFMA Fellow; Ted Mort; Erik Jaspers

- **2.03**
  **Learning Level:** Intermediate
  **Topic:** Operations & Maintenance
  **The Digital Transformation of Clean Air Management** Speaker: Ellie Amirnasr

- **2.04**
  **Learning Level:** Intermediate
  **Topic:** Workplace Evolutionaries Shifting From Fixed to Fluid Speakers: Chris Kane; Kate North

- **2.05**
  **Learning Level:** Beginner
  **Topic:** SPA Session: Technology
  **The ASHRAE Digital Lighthouse and Industry 4.0** Speaker: Charles Gulledge, PE, FASHRAE, HBDP, LEED AP

### RT 1.05

**Learning Level:** Intermediate

**Topic:** Technology

**Property Technology: Disruption Technology or Hype - A Perspective from Two Industry Leaders** Speakers: Eric Teicholz, IFMA Fellow; Paul Head, Doug Stewart

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Educational Sessions

Wednesday, Dec. 9

12:30 - 1:30 p.m.

1.01 Global Cost Prediction 2020
Track/Topic: Project Management | Learning Level: Advanced

The 2017 International Construction Measurement Standards (ICMS) sets out how to classify and report construction project costs in a structured and logical form. It provides the first step in creating a seamless, global hierarchy of construction cost classification – from high-level global cost benchmarking to granular, local cost measurement. Last year, the second edition of ICMS was released, incorporating life cycle costing. The Royal Institution of Chartered Surveyors (RICS) developed a Global Professional Statement on Cost Prediction to align with the ICMS. Learn about the significant implications for the future of facilities cost management and benchmarking. Speaker: Stephen Ballesty, CFM, FRICS, FAIQS, IFMA Fellow, Director, In-Touch Advisory

1.02 Let the Robot Take the Elevator, So You Don’t Have To
Track/Topic: FM Solutions | Learning Level: Beginner

Hospitals, hotels and other commercial businesses are starting to use service robots to offer safer solutions, boost productivity and enhance their customer experiences. Autonomous mobility is one of the latest opportunities to help properties differentiate themselves by adapting to the changing needs and priorities of the people that live, work and stay in them.

In this session, we explore some of the sociotechnical forces behind the increasing demand for service robots within the built environment, present an overview of Otis’s new product – Otis Integrated Dispatch™ – and talk about of the progress we’ve made working with various robotics companies to improve and optimize how robots integrate with elevator systems. This presentation will be followed by a Q&A session with the product team. Speaker: Nick Cope, Director of Design Strategy, Otis Accelerator

1.03 Women in FM: A Panel Discussion
Track/Topic: Leadership and Strategy | Learning Level: Intermediate

Don’t miss the sequel to last year’s standing-room-only session. How do you differentiate yourself to evolve your FM career? In this interactive session, a panel of women FM leaders will share how they address these challenges and opportunities. A facilitator will initiate the discussion with pre-planned questions and Q&A following. Sodexo is a proud partner of the IFMA Foundation in its Global Workforce Initiative and mission to make FM a career of choice. Moderators: Jennifer Tschilar, Recruitment Manager, Sodexo; Brad Tomaski, Recruiting Manager, Sodexo Panelists: Cheryl Karron, President, Integrated Facilities Management, North America, Sodexo; Tiffany Williams, District Manager, Campus Services, Sodexo; Jeanie Choi-Kang, Senior Manager, Construction Management, Sodexo; Diane Levine, MCR, IFMA Fellow, Executive Director, IFMA Foundation

1.04 Facility Management, Business Continuity and COVID-19: What Have We Learned?
Track/Topic: Risk Management | Learning Level: Beginner

Facility managers were on the corporate front lines in confronting the COVID-19 pandemic. Working with pandemic response/business continuity teams, FM’s closed, cleaned, prepared and reopened buildings worldwide. In this informative and relevant session, Dr. Steve Goldman looks back at FM response to the crisis (often underappreciated), examines lessons learned and discusses how to prepare for the next one. Speaker: Steve Goldman, Senior Lecturer, Crisis Courses, MIT

1.05 Property Technology: Disruption Technology or Hype - A Perspective from Two Industry Leaders
Track/Topic: Facility Information Management and Technology Management | Learning Level: Intermediate

Property technology (PropTech) promises to disrupt how buildings are currently managed. Hundreds of PropTech start-ups are deploying cutting-edge technologies such as AI, IoT, Machine Vision and Intelligence, and Big Data analytics for FM/CRE applications. Primary applications include the use of drones, chatbots, tenant engagement portals and smart HVAC systems. There is very little doubt that the potential for transforming building management by PropTech technologies will take place. The question remains as to how best to apply these technologies, and which of the myriad technologies and application possibilities have proven the most cost effective, sustainable and successful. Issues also remain as to barriers associated with implementation and what lessons have we learned to overcome them. Hear from Cushman & Wakefield and Ernst & Young representatives who have conducted extensive research into these issues. Speakers: Paul Head, Senior Manager, Advisory Services, Ernst Young; Eric Teicholz, IFMA Fellow, President, Graphic Systems Inc.; Doug Stewart, Head of Digital Buildings Practice, Cushman & Wakefield

1:30 - 2:00 p.m. (Roundtables)

RT 1.01 FM Myths vs. FM Facts
Sometimes it’s difficult to separate myth from fact. Come prepared to discuss how to become a more informed and discerning FM. Facilitators: Don Ricker, NCIDQ, IIDA, Senior Associate, Gensler; Federico Garcia Parra, Head of Global Strategic Accounts & Customer Advisory Board Chair, Otis Elevator Company; Michael Savitt, National Field Sales Manager, Excel Dryer
RT 1.02
Lessons Learned: Competing Safety vs. Privacy Issues
How does an FM keep occupants safe without infringing on their right to privacy? It’s a balancing act for the best of us. Bring your experiences and share what worked and what didn’t.
Facilitators: Niklas Moeller, MBA, LogiSon Acoustic Network; John C. Wang, CEO and Co-founder of IAda; Adrian Weygandt, Managing Director, Spacewell

RT 1.03
Isn’t It Obvious? No – What to Communicate and When
Communication is key, whether it’s within facility teams or with building occupants and other stakeholders. Share your knowledge on communicating effectively while managing liabilities.
Facilitators: Kate Pichelman, Product Manager for Gensler’s space management software; Stephen Nichols, Systems Engineer, Otis Elevator Company; Grant Morgan, Co-Founder & CEO, R-Zero; Patti Cruse, Vice President Strategic Accounts, Tarkett

RT 1.04
Repair or Replace – That is the Question
FMIs are always challenged to do more with less. How do you determine when to renovate/repair instead of starting fresh? What is your rule of thumb or guiding principle? Facilitators: Stephen Lewis, Senior Carpet Inspector (Floor Covering Institute of Technical Services), IICRC Master Textile Cleaner, IICRC Approved Instructor, Green Cleaning University Green Cleaning Professional, miliCare; Don Newell, PE, CEM, LEED AP, EMCOR Building Services

RT 1.05
Staying on Top of Your To-Do’s
Efficient FMs manage competing priorities in a variety of ways. What are your favorite FM life-hacks? Share the most important things on your to-do list and how you get them done. Facilitators: Brian Haines, Vice President of Strategy, FM: Sytems; Angel Doyle, Senior Director of Operations, C&W Services

2:00 - 3:00 p.m.

2.01
Robotics & Automation to Rebuild Trust in Your Workplace Experience
Track/Topic: FM Solutions | Learning Level: Intermediate
Facility managers are well positioned to take advantage of the immense potential that robotics and automation present. By incorporating automated solutions into the operations of their properties, FMs can help their teams increase productivity and efficiency by offloading repetitive and time-consuming activities and use collected data to identify and drive optimal operations. How can you use robots and automation right now to augment your current workforce and ultimately drive long-term value? Take away key insights on how other facility players are already winning with automation, how to identify opportunities for automation in your facilities, and what to expect going forward with trends and advancements in robotics. Speaker: Brady Watkins, Head of Commercial Automation, SoftBank Robotics America

2.02
Organizational Strategy for FM Departments in an IoT World
Track/Topic: Facility Information Management and Technology Management | Learning Level: Intermediate

2.03
The Digital Transformation of Clean Air Management
Track/Topic: Operations and Maintenance | Learning Level: Intermediate
It is no secret that our world has become rapidly digitized, and FM is no exception. More and more digital solutions are being developed to help facility managers save time, money and energy. While we attach sensors and monitors to just about every piece of equipment in our buildings, we often overlook the world’s most valuable asset: clean air. This is especially significant amid the global pandemic of COVID-19. Clean air management involves selecting the right sensors for your facility’s goals; compiling and analyzing the data to develop actionable insights; and using the data to make decisions on what to do next. Explore how your facility can realize significant energy, material, labor and operating cost savings. Speaker: Ellie Amirnasr, CEO, qair

2.04
Shifting From Fixed to Fluid
Track/Topic: Workplace Evolutionaries (WE) | Learning Level: Advanced
COVID-19 marks the end of an era for old ways of working, how we use office buildings and how the workforce is treated. Leaders are thinking very differently about the purpose of the office, realizing they have choices beyond this building or that one. The virus has forced CEOs of major companies to ask fundamental questions about how we work and what is the purpose of the office. This may be an opportunity for the people who really understand how to unleash people power and drive business success to demonstrate their strategic value. Speakers: Chris Kane, Thought Leader, Previous Head of BBC CRE, Vice President, Walt Disney, Author, Six Ideas; Kate North, Vice President, Workplace Advisory, Colliers International

2.05
The ASHRAE Digital Lighthouse and Industry 4.0
Track/Topic: Facility Information Management and Technology Management | Learning Level: Intermediate
Digital transformation is not simply about adopting new technical solutions. Knowledge needs to be captured and linked in such a way that all relevant stakeholders benefit. Doing so requires understanding of how to collect, store and analyze data so that it is insightful and actionable. The ASHRAE Digital Lighthouse and Industry 4.0 focuses on reimagining the building industry by not only integrating industry segments, but also technology. This digital transformation includes building-specific technology, IoT, communication channels and connected data platforms. Speaker: Charles Gulledge, III, P.E., FASHRAE, HBDP, LEED AP, President, ASHRAE
## Schedule | Thursday, Dec. 10

All times listed in Central Standard Time

### 10 am - 11 am

*Opening Keynote Speakers Céline & Fabien Cousteau*

### 11 am - 12 pm

**Virtual Expo**

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<th>Topic</th>
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<tbody>
<tr>
<td>3.01</td>
<td><strong>Learning Level: Intermediate</strong> Power of Partnerships: An Interdisciplinary Approach to Workplace Strategy**</td>
<td>Beginner</td>
<td>Workplace Evolutionaries</td>
<td>Therese Cogswell</td>
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<tr>
<td>3.02</td>
<td><strong>Learning Level: Beginner</strong> Project Management</td>
<td>Beginner</td>
<td>Latin America Workplace Landscape, Challenges and Opportunities</td>
<td>Luis Vina, Sergio Panero, Juan Carlos Bretschneider, Marina Curry</td>
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<td>3.03</td>
<td><strong>Learning Level: Intermediate</strong> Academics/Leadership and Strategy</td>
<td>Intermediate</td>
<td>Your Key to Success in FM Training and Development: A Google Case Study</td>
<td>Lynn Baez, CFM, FMP, SFP, Jonathan Bissell, Carlos Santamaria, Diane Levine, MCR, IFMA Fellow</td>
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<tr>
<td>3.04</td>
<td><strong>Learning Level: Intermediate</strong> Construction Management</td>
<td>Intermediate</td>
<td>Facility Renovation: Identifying, Planning and Executing Projects With Environmental, Health and Safety Risks</td>
<td>Doug Chenoweth, René Rieder, Jr., CPP, PSP, Jeffrey Lane</td>
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<tr>
<td>3.05</td>
<td><strong>Learning Level: Advanced</strong> Performance &amp; Quality</td>
<td>Advanced</td>
<td>Harnessing Science for FM Excellence</td>
<td>Elena Bondareva, WEI AP, LEED GA, David Hemming, Jenna Rowe</td>
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**Sponsored by:** Sunbelt Rentals, EMCOR Facilities Services, FreeAxez, ABM

### 12 - 1 pm

#### 1 - 2 pm

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<td>4.01</td>
<td><strong>Learning Level: Intermediate</strong> Workplace Evolutionaries</td>
<td>Intermediate</td>
<td>How and Where Work Will Get Done</td>
<td>Janet Pogue, AIA, FIIDA, LEED AP, Arnold Levin</td>
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<tr>
<td>4.02</td>
<td><strong>Learning Level: Intermediate</strong> Real Estate</td>
<td>Intermediate</td>
<td>An Introduction to Corporate Real Estate</td>
<td>Edmond Rondeau, AIA, RC FM, IFMA Fellow</td>
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<tr>
<td>4.03</td>
<td><strong>Learning Level: Intermediate</strong> Sustainability</td>
<td>Beginner</td>
<td>Buildings of the Future: The Critical Relationship Between Buildings &amp; Sustainability</td>
<td>Chris Collins</td>
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<td>4.04</td>
<td><strong>Learning Level: Intermediate</strong> Facility Security Design From Conception to Completion</td>
<td>Intermediate</td>
<td>SPA Session - Risk Management Introduction to Facility Security Design From Conception to Completion</td>
<td>Rene Rieder, Jr., CPP, PSP, Jeffrey Lane</td>
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<tr>
<td>4.05</td>
<td><strong>Learning Level: Intermediate</strong> Operations &amp; Maintenance</td>
<td>Intermediate</td>
<td>Exposing the Janitorial Industry's Dirty Little Secrets They Don't Want You to Know</td>
<td>Wayne Whitzell, LEED AP, BEP, GBO, Richard Peterson, Larry Morgan, CFM, SFP, FMP</td>
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**Sponsored by:** Sunbelt Rentals, EMCOR Facilities Services, FreeAxez, ABM

### 2 - 3:30 pm

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<td>5.01</td>
<td><strong>Learning Level: Beginner</strong> Transition to Distance</td>
<td>Beginner</td>
<td>Learning and Remote Working</td>
<td>Chuck Espinoza</td>
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<td>5.02</td>
<td><strong>Learning Level: Beginner</strong> ISO 41000 - FM Standards:</td>
<td>Beginner</td>
<td>Enabling the Profession for Better Business Outcomes</td>
<td>Casey Martin, CFM, AIA, PMP, Ted Weidner, Ph.D., PE, RA, CEPF, FASCE, NCARB, DBIA</td>
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<tr>
<td>5.03</td>
<td><strong>Learning Level: Beginner</strong> Workplace Innovator Panel:</td>
<td>Beginner</td>
<td>Adapting to Change and Confronting FM Challenges in 2020</td>
<td>Mike Petsrusky</td>
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<tr>
<td>5.04</td>
<td><strong>Learning Level: Beginner</strong> Risk Management</td>
<td>Beginners</td>
<td>COVID 19 – Where Do We Go From Here?</td>
<td>Patty Olinger, JM, RBP, CFO, CBFRS</td>
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<tr>
<td>5.05</td>
<td><strong>Learning Level: Beginner</strong> World Workplace Virtual</td>
<td>Beginners</td>
<td>2020 Keynote Address — The Future of FM</td>
<td>Peter Ankerstjerne, MBA, COP, FRICS, IFMA Fellow</td>
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**Sponsored by:** Davey Tree Experts, C&W Services, Schneider Electric, American Building Maintenance & Engineering NA Service Operations, Sodexo

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**IFMA Member Roundtable Discussions (pre-registration required)**
Educational Experience

Thursday, Dec. 10

12:00 - 1:00 p.m.

3.01 Power of Partnerships: An Interdisciplinary Approach to Workplace Strategy
Track/Topic: Workplace Evolutionaries (WE) | Learning Level: Intermediate

The uncomfortable truth is that no matter how hard we try we cannot be all things to all people. Designing a successful workplace experience requires problem-solving beyond the scope of a single-discipline approach. The solution? Interdisciplinary partnership. Together, Fox Architects and Steele Strategies explore the business imperative for developing diverse and inclusive interdisciplinary teams to solve the most complex workplace challenges of our time. There is power in numbers and by bringing together the disciplines of HR, OD, IT, FM, and Design as equal partners in the shifting paradigm of workplace strategy, each can be greater then the sum of their parts. Drawing on a panel of experts in their respective fields, we will explore the challenges that are created in a single discipline approach to workplace experience and uncover the power of interdisciplinary partnerships to produce quality sustainable workplace outcomes.

Speakers: Ellie Moody, CCMP, Prosci, LEED GA, Director, Workplace Experience & Change, Steele Strategies; Michelle Reyman, AIA, LEED AP, Associate & Director of Workplace Strategy, Fox Architects;

3.02 Latin America Workplace Landscape, Challenges and Opportunities
Topic: Project Management | Learning Level: Beginner

Covid is impacting the way we think and live Real Estate and the Workplace. How we come out of this crisis will have particularities depending on the Businesses and/or Industries and the Countries and/or Regions. Join us in a conversation with the Heads of the biggest Real Estate Service Providers in LatAm to discuss about the Future of Corporate Real Estate and the Workplace, if and how Technology will be utilized, Financial impacts, trends we must pay attention to, and much more. Speakers: Luis Vina, Latin American Alliance Director, CBRE; Sergio Panero, Global Workplace Solutions Executive Managing Director, CBRE; Juan Carlos Bretschneider, Director in Solutions Development, JLL; Marina Cury, President, Newmark Brazil

3.03 Your Key to Success in FM Training and Development: A Google Case Study
Track/Topic: Leadership and Strategy | Learning Level: Intermediate

By working with the IFMA Foundation’s Global Workforce Initiative (GWI) team and California Community Colleges, Google is uniquely positioned to respond quickly and effectively to employer FM training needs through customized FM contract education. Using this new model, Google is showing how a leading company can support FM skills development internally to provide a career pathway for greater prosperity for their employees, while also maintaining culture and increasing productivity for their FM department. A great example of a partnership between business, government, industry and education, this program can easily be applied to other businesses. For their innovation, this GWI program team was recently named a Top 10 Partnership in Industry and Education (PIE) awardee at the California Economic Summit.

Speakers: Lynn Baez, CFM, SFP, FMP, Head of Facilities, Google; Jonathan Bissell, Executive Director of CCCE Corporate Training Solutions, California Community Colleges Community Continuing and Corporate Education (CCCE); Carlos Santamaria, Principal, CEES-Advisors; Diane Levine, MCR, IFMA Fellow, Executive Director, IFMA Foundation

3.04 Facility Renovation: Identifying, Planning and Executing Projects With Environmental, Health and Safety Risks
Track/Topic: Project Management | Learning Level: Intermediate

Renovation projects are common challenges for many facility managers. Whether renovating to maintain the charm of a classic structure, adapting an office to modern work environments, or adjusting manufacturing space to accommodate new equipment and processes, the renovation project can present some unique risks. During many renovation projects, the focus is on improvements and upgrades. The excitement over designing new spaces can often overshadow the environmental, health and safety risks inherent with removing old materials, such as asbestos, lead-based paint, dust, historically contaminated materials and other regulated substances that present risk to human health or the environment if not properly identified and managed. This session will assist renovation project stakeholders in recognizing and planning for these environmental, health and safety risks.

Speakers: Doug Chenoweth, Principal/Vice President, GZA; Gustan Taylor, Project Manager, GZA

3.05 Harnessing Science for FM Excellence
Track/Topic: Performance and Quality | Learning Level: Advanced

High-performance buildings have been transforming the FM profession: the bricks-and-mortar is now the least of it. Our assets – and our work – are increasingly inseparable from technology, sustainability, change management and user experience. This session demonstrates that asset performance is just as inseparable from applied science – and helps FMs to manage liability and optimize asset performance.

See how applied science perfectly mimics an FM’s thinking: it is objective, pragmatic, actionable, and accountable.

Learn how applied science can help you understand your facilities, act as a truly informed client when it comes to addressing both reactive and proactive risk, and help your organization squeeze every ounce of occupant and marketing benefit from the upgrades you recommend. Speakers: Elena Bondareva, WELL AP, LEED Legacy, Vice President Growth, CETEC; David Hemming, CEO, Northern Hemisphere; Jenna Rowe
Enhanced Hygiene Services

Keep your facility at its healthiest with milliCare’s Enhanced Hygiene Services.

1:00 - 2:00 p.m.

4.01 Redefining Work(Place): How and Where Work Will Get Done
Track/Topic: Workplace Evolutionaries (WE) | Learning Level: Advanced

Join us as we share recent Gensler’s global workplace research findings and how they relate to the need to redefine the who, when, and why the physical work environment still matters. We will explore the implications of new planning approaches to best support an emerging hybrid workforce and the role of the physical office in a post-pandemic world. **Speakers:** Janet Pogue McLaurin, AIA, FIIDA, LEED AP, Principal, Global Workplace Leader, Gensler; Chris Collins, FMP, Senior Vice President Systems Transformation, Digital Energy Division, Schneider Electric

4.02 An Introduction to Corporate Real Estate
Track/Topic: Real Estate | Learning Level: Intermediate

This session is designed for facility professionals and consultants who have the opportunity and responsibility, but little or no experience or training in acquiring, managing and/or disposing of corporate real estate. Better understand the corporate real estate process, including working with the customer, development of the Request for Proposal, site due diligence, site selection and acquisition, managing the asset and disposal of the asset. Receive a PDF of the 250+ page “Principles of Corporate Real Estate” manual authored by the presenter. **Speaker:** Edmond Rondeau, AIA, RCFM, IFMA Fellow, RE & FM Consultant & Educator

4.03 Buildings of the Future: The Critical Relationship Between Buildings & Sustainability
Track/Topic: Sustainability | Learning Level: Beginner

Our environment is in crisis. While no single industry bears sole responsibility, buildings alone account for 40% of worldwide emissions. As real estate stakeholders, we must invest in more sustainable buildings, but what’s the best path? The sustainable future is all electric and all digital. As the world shifts toward renewables, electricity becomes the most efficient form of energy and the only course for carbon neutrality. Explore considerations for CRE professionals to meet corporate sustainability goals and achieve net-zero building status, all while improving the occupant experience and value of your buildings. **Speaker:** Chris Collins, Vice President Systems Transformation, Digital Energy Division, Schneider Electric

4.04 Introduction to Facility Security Design From Conception to Completion
Track/Topic: Risk Management | Learning Level: Beginner

Development of physical security systems requires professionals to have a solid understanding of the design process. Gain a basic understanding of the process. Learn how to conduct risk assessments, develop functional requirements and identify mitigation measures for the basis of design. Learn how to translate and document the requirements into construction documents. Apply the tools and techniques discussed in a practical application via a virtual facility. **Speakers:** Rene Rieder, CPP, PSP, Principal Security Specialist, Burns Engineering; Jeffrey Lane

4.05 Cleaning Confidential: Exposing the Janitorial Industry’s Dirty Little Secrets They Don’t Want You to Know
Track/Topic: Operations and Maintenance | Learning Level: Intermediate

The number-one complaint from FMs is about the performance of their janitorial services provider. There is an obvious disconnect between FM expectations and results, but what’s the cause? Learn why the janitorial model is broken and what FMs can do to fix it. Examine the underbelly of the janitorial industry and learn what you can do as an FM to run better janitorial RFPs and get better results from existing providers. **Speakers:** Wayne Whitzell, LEED AP, BEP, GBO, Executive Vice President, Corporate Services, DFS Green; Richard Peterson, Senior Director of Customer Solutions, Impec Group; Larry Morgan, CFM, SFP, FMP, Senior Facilities Manager, SAP

2:00 - 2:30 p.m. (Roundtables)

**RT 2.01 FM: Evolution or Revolution**
Throughout 2020, we’ve seen the world shift around us as the pandemic unfolded. Will facility management slightly evolve in response, or is this a revolution resulting in profound and permanent change? Shre what you see happening today and what you think tomorrow will bring. **Facilitators:** David Trask, ARC Facilities; Brian Haines, Vice President of Strategy, FM:Systems; Travis Shamel, Director of Business Development, Aramark; Chad Smith, VP of Product Strategy, iOFFICE

**RT 2.02 Developing FM Talent**
As many seasoned FMs look toward retiring in the next few years, the industry works quickly to advance the FM profession. Is it more important to grow and develop FMs from within the organization or attract new talent? Discuss the advantages/disadvantages of both. **Facilitators:** Dave Kimball, FMP, Senior Vice President, IFM, Sodexo; Karianni Roche, CFM, Vice President of Operations, C&W Services
RT 2.03
Cap-Ex: I Want vs. I Need
Perception is reality and a true need may be viewed as a "want." FMs must influence procurement contacts to approved large-ticket items. Contribute your best tactics for successful negotiation. **Facilitators:** Adrian Weygandt, Managing Director, Spacewell; Jeff Himsel, Regional Sales Manager – West, Excel Dryer; Lisa McDaniel, Area Sr Sales Manager, Republic Services

RT 2.04
How Does an FM Prepare for the Future During an Uncertain Economy?
Economic trends affect an FM’s day-to-day more profoundly than one would think. That’s why Finance and Business is one of the 11 core competencies of FM. How has the recent fluctuating economy impacted your facility? Share your economic disaster preparedness. **Facilitators:** Earl Geertgens, Founder, FreeAxez; Marnik Vermuelen, Director, IBM Global Real Estate; Lachlan Coffey, Commercial Real Estate Segment Director, Schneider Electric

RT 2.05
Risk vs. Reward
You have to know when to hold ‘em and know when to fold ‘em. Every FM knows that the secret to surviving is knowing when a risk is worthwhile…and when it will end in disaster. Share in stories from the FM trenches to learn about wild successes you can recreate and types of epic failures to avoid. **Facilitators:** Heidi Shetler, Director of New Market Development, New Pig Corporation; Marianne Flores, Director, Global Integrated Solutions Center of Excellence, IBM Global Real Estate; Denny Mulgrew, Senior Director, Asset Management & Engineering NA Service Operations, Sodexo

2:30 - 3:30 p.m.

5.01
Transition to Distance Learning and Remote Working
Track/Topic: Facility Information Management and Technology Management | Learning Level: Beginner

More people are working from home but few know how to set up remote or mobile video conferencing to ensure a quality experience with clients and coworkers. Explore audiovisual best practices for individual video conferencing. Acquire simple tactics to ensure consistent quality every time we communicate with other remote partners. **Speaker:** Chuck Espinoza, CTS-D, CTS-I, CQT, PMP, ISF-C, DMC-E, EAVA, ECA, AVIXA Staff Instructor, AVIXA

5.02
ISO 41000 - FM Standards: Enabling the Profession for Better Business Outcomes
Topic: Leadership & Strategy

As a professional discipline, the facility management function has been marginalized, while the potential impact and value proposition that a strategic FM approach can contribute to an organization’s productivity and well-being continues to be overlooked. It is not helped by the fact that FM does not mean the same thing globally, nationally or even within different organizations.

The ISO Facility Management Technical Committee, ISO/TC 267, is working diligently to promote a professional approach to determining and delivering added value to organizations via facility management.

The development of standards specific to FM creates a common language and understanding that transcends borders. They have also provided a framework for facility managers to support the strategic objectives of their demand organization and to meet everyday challenges in a systematic and structured manner. **Speakers:** Casey Martin, CFM, AIA, PMP; Ted Weidner, Ph.D., PE, RA, CEFP, F.ASCE, NCARB, DBIA

5.03
Workplace Innovator Panel: Adapting to Change and Confronting FM Challenges in 2020
Track/Topic: FM Solutions | Learning Level: Intermediate

The workplace is evolving rapidly. We must be in the business of rethinking the ways we care for real estate and the occupants of our facilities. The future workplace demands that our organizations deliver on an employee experience (EX) that will attract top talent. With traditional roles being blurred, FM professionals must focus on creating workspaces that help that talent collaborate in an effortless and productive manner. Deploying tech tools like mobile apps, kiosks and IoT integrations can ensure your employees’ success, while simplifying your job as a workplace manager. Mike Petrusky leverages his industry insights to direct this panel discussion about preparing for the workplace of the future. **Speaker:** Mike Petrusky, Director of Events & Growth Marketing, iOFFICE Inc.

5.04
COVID 19 – Where Do We Go From Here?
Learning Level: Beginner | Topic: Risk Management

In this session we will discuss lessons learned from our current pandemic and discuss preparedness for the next pandemic. **Speaker:** Patty Olinger, JM, RBP, CFO, CBFRS

5.05
World Workplace Virtual 2020 Keynote Address — The Future of FM

There’s no doubt that the last year has taken a toll on our society. COVID-19 has changed the entire set-up of working from home and has influenced the FM industry. As we get into the wake of the pandemic, we will see a lot of change and new ways of working.

In the session, Peter Ankerstjerne, IFMA chair, will discuss the context for FM and the impact of COVID-19, how FM is moving from being a technical discipline to a people-oriented function focused on performance, how IFMA will pivot towards new opportunities and the change we will see through the industry. **Speaker:** Peter Ankerstjerne, MBA, COP, FRICS, IFMA Fellow, IFMA Chair
Increasing the number of degreed FM graduates entering the workforce is essential for the future of facility management. Accreditation is a voluntary process of quality assurance. Accreditation assures students that their FM program follows a defined set of rigorous academic standards. The IFMA Foundation is the Lead ABET Society for Facility Management accredited degree program criteria. Facility management degree programs are accredited by the Applied and Natural Sciences Accreditation Commission (ANSAC) of ABET (abet.org).

### Educational Institution | Degree | Location
--- | --- | ---
Breda University of Applied Science | Undergraduate | Breda, The Netherlands
Brigham Young University | Undergraduate | Provo, Utah, USA
Conestoga College | Undergraduate | Ontario, Canada
Ferris State University | Undergraduate | Big Rapids, Michigan, USA
Florida A&M University | Undergraduate, Graduate | Tallahassee, Florida, USA
Georgia Institute of Technology | Graduate | Atlanta, Georgia, USA
Hanze University of Applied Sciences | Undergraduate | Groningen, The Netherlands
Hong Kong Polytechnic University | Graduate | Kowloon, Hong Kong
Indiana University Purdue University (IUPUI) | Graduate | Indianapolis, Indiana, USA
Kennesaw State University | Undergraduate | Marietta, Georgia, USA
Kyung Hee University | Undergraduate | Seoul, South Korea
Ngee Ann Polytechnic | Associates | Clementi, Singapore
Pratt Institute | Graduate | New York, New York, USA
Singapore University of Social Scienc-es | Undergraduate | Clementi, Singapore
Temasek Polytechnic | Associates | Tampines, Singapore
Temple University | Undergraduate | Philadelphia, Pennsylvania, USA
University of Minnesota | Undergraduate | St. Paul, Minnesota, USA
University of Moratuwa | Undergraduate | Moratuwa, Sri Lanka
ZHAW Zurich University of Applied Sciences | Undergraduate, Graduate | Winterthur, Switzerland

Learn more at foundation.ifma.org
CLEAN, SAFE FACILITIES
START WITH PIG.

Visit the New Pig Virtual Exhibit to see the full range of PIG facility solutions.
IFMA Foundation 2020 Scholarship Recipients

Ola Adam  
Conestoga College

Matheus Cruz De Oliveira  
Temple University

Jeffrey Feghaly  
Arizona State University

Gabriel Gamez  
Chaffey College

Sungil Hong  
Georgia Tech

Dipin Kasana  
University of North Carolina

Yujin Kim  
Georgia Tech

Tyler Kleinsasser  
South Dakota School of Mines & Technology

David Lawson  
Pratt Institute

Emma Leary  
Ferris State University

Ashley Leung  
Hong Kong Polytechnic

DeMarcus Means  
Florida A&M University

Kathryn Moore  
Texas A&M University

Ana Morris  
Princeton University

Xiu Hong Ng  
Temple University

Cailyn Poschner  
Conestoga College

George Poulos  
University of North Carolina

Doug Postema  
Ferris State University

Paul Schmitter  
Liverpool John Moores University

Erika Schroeder  
Kirkwood Community College

Andrew Steele  
University of Washington

Trent Warren  
California State University of East Bay
Happy Anniversary, IFMA

IFMA’s 40th Anniversary Celebration

Join us on Wednesday, Dec. 9, from 3:30 to 5 p.m. in the Special Events Room to celebrate four decades of commitment to supporting and advancing FM.

1980s
In 1980, George Graves hosted a meeting of professionals who were interested in creating and defining “facility management” as a profession and establishing a formal organizational base for an FM association. By the end of the meeting, the National Facility Management Association (NFMA) had a constitution, bylaws, temporary officers and plans to expand nationally. Chapters formed across the United States; and with the charter of the Toronto Chapter in 1982, NFMA formally changed its name to the International Facility Management Association (IFMA). In 1986, IFMA released its first official statement on facility management to help define the profession and clarify the association's position on FM.

1990s
In 1990, the IFMA Foundation was established. IFMA opened a contract office and held its first European conference in Brussels, Belgium. In 1993, IFMA conducted its first Certified Facility Manager® (CFM®) examination covering eight facility management competencies. IFMA’s World Workplace Conference and Expo debuted in 1995. A year later, IFMA issued standards for FM professional degree programs. By 1999, membership surpassed 17,000, supported by a staff of 42.

2000-2010
IFMA hired a lobbying firm to represent its interests and monitor workplace-related issues in Washington, D.C., USA. The Chinese government officially recognized IFMA and facility management. The first International CFM exam based on European Business English was conducted, and the CFM exam was translated into Dutch and German languages. The Facility Management Professional™ (FMP®) was introduced in 2004. IFMA expanded the FM core competencies from nine to 11 in 2010.

2010-2020
Over the past decade, IFMA has continued to elevate FM’s prominence as a strategic business partner, while also providing the industry with the highest level of resources and representation. Milestones from 2010 to the present day include: the introduction of the Sustainability Facility Professional® (SFP®) designation; IFMA becomes an administrator on behalf of the American National Standards Institute (ANSI) U.S. Technical Advisory Group, playing a vital role in the development of global FM standards; IFMA credential programs were determined as Federal Buildings Personnel Training Act aligned for use by federal employees; IFMA joins the International Ethics Standards Coalition; and in 2017, the result of seven-year effort by IFMA, FM was recognized as standalone profession by U.S. Department of Labor Bureau of Labor Statistics Standard Occupational Classification Code.

Today, more than 60 staff members worldwide support the professional needs of more than 23,000 members in more than 100 countries. In addition to IFMA’s original Service Center of Excellence (SCOE) in Houston, Texas, USA, IFMA Europe, China and India bring the association’s educational, informational and networking resources directly to members in those regions.
Exhibitor Profiles

Able Services
868 Folsom Street
San Francisco, CA 94107 United States
P: +1-800-461-9033
W: www.ableserve.com

**Product/Service Category:** Facility Management Service Providers

Able Services provides solutions for facility operations. Working together with clients, Able Services has successfully delivered facilities solutions for over 90 years and currently cleans, operates and maintains more than one billion square feet of real estate. As a family-owned and privately-held organization, Able’s priority is to meet the needs of its clients. With over 17,000 employees providing quality solutions in 43 states, Able is ‘Service at Work®.’

ABM
4151 Ashford Dunwoody Road, Suite 600
Atlanta, GA 30319 United States
P: +1-866-624-1520
W: www.abm.com

**Product/Service Category:** Facility Management Service Providers

ABM (NYSE: ABM) is a leading provider of facility solutions with revenues of approximately $6.5 billion and approximately 140,000 employees in 350+ offices throughout the United States and various international locations. ABM’s comprehensive capabilities include janitorial, electrical & lighting, energy solutions, facilities engineering, HVAC & mechanical, landscape & turf, mission critical solutions and parking, provided through stand-alone or integrated solutions. ABM provides custom facility solutions in urban, suburban and rural areas to properties of all sizes - from schools and commercial buildings to hospitals, data centers, manufacturing plants and airports.

AirAnswers
3333 Green Bay Road, Suite L410
North Chicago, IL 60064 United States
P: +1-866-539-4253
W: www.airanswers.com

**Product/Service Category:** HVAC/IAQ Products and Services

AirAnswers® by Inspirotec, Inc. is the only commercial air sampling device that has the capability to collect ultrafine particles (0.1um) including aero-allergens, various bacteria and viruses, including the capture of airborne COVID.

APEX Surface Care
1712 Minters Chapel Road
Grapevine, TX 76051 United States
P: +1-844-462-7291
W: www.goapex.com

**Product/Service Category:** Interior Maintenance

For 23 years, APEX Surface Care has been providing care, disinfection and restoration services for your interior office spaces. Working exclusively with image-conscious facilities throughout North America, we know that keeping a building running smoothly is a task of heroic proportions and the last thing you need is another vendor to run after. Whether you manage one facility or many, having a team of partners you can count on is crucial. You get reliable solutions and dependable results when you partner with APEX, so you can take commercial floor maintenance off your to-do list... for good.

AQUALIS
2510 Meridian Pkwy, Suite 350
Durham, NC 27713 United States
P: +1-888-590-9685
W: www.aqualisco.com

**Product/Service Category:** Environmental Consultants

AQUALIS is the leading nationwide provider of stormwater and lift station management services. These services include preventative maintenance, corrective maintenance or repairs, retrofit and redesign as well as emergency response for multi-state or single site locations. AQUALIS helps protect your assets, mitigating Notices of Violation (NOVs) on stormwater control measures (SCMs), reduces flooding risks, and support your efforts.
in environmental stewardship. Across the country, AQUALIS helps a wide variety of customers with their stormwater management needs, including national retailers, logistics providers, engineering firms, hospitals, educational and industrial facilities, real estate management companies, distribution centers, municipalities, commercial property owners, and airports.

Aramark
2400 Market Street
Philadelphia, PA 19103 United States
P: +1-215-238-3515
W: www.aramark.com/services/facilities-services

Product/Service Category: Facility Management Service Providers

From technical challenges to operational support, Aramark provides integrated facilities management services across multiple industries around the world. Aramark leads with industry insights and leading innovations to create sustainable workplace environments that drive productivity and performance. Delivering self-perform or subcontract services seamlessly, Aramark tailors solutions to drive results on your highest priorities and business goals.

C&W Services
140 Kendrick Street
Building C West, Suite 201
Needham, MA 02494 United States
P: +1-888-751-9100
W: www.cwservices.com

Product/Service Category: Facility Management Service Providers

C&W Services provides integrated facility services to more than 600 customers in the United States, Canada, and Puerto Rico. With more than 70 years of outsourcing experience, C&W Services has 14,000 motivated and skilled employees managing in excess of 600M square feet. Our purpose as a leading facilities services and management company is to provide innovative self-performed services to a diverse portfolio of clients and market segments.

Cloudbooking
180 Piccadilly
London W1J 9HF United Kingdom
P: +44 (0) 800 033 7841
W: www.cloudbooking.com

Product/Service Category: Software Solutions

Cloudbooking’s user-friendly desk, visitor, and meeting room booking solutions enable the world’s leading organizations such as ViacomCBS, Anglo American, Rakuten, and Fiserv, make the right business decisions about their two most important assets, space, and people. Our workspace management tools and data insights will ensure that you truly understand how space is used and how you can fully optimize what you already have. So, whether you’re managing a safe return to the workplace during COVID-19, consolidating your real estate due to new ways of working, or improving the employee experience and well-being, whatever comes next, Cloudbooking will help you adapt.

Connectrac
8707 Chancellor Row
Dallas, TX 75247 United States
P: +1-877-480-5637
W: www.connectracflex.com

Product/Service Category: Electrical/Wire Management

Connectrac® is the leader in connectivity solutions for commercial interior spaces. Our products provide invisible, movable power connections throughout a space via a unique floor-based raceway system. We are quick to install and change without disruption to a space. Visit us at IFMA’s World Workplace to see our new product, Connectrac Flex™! Visit connectracflex.com for more information.
Crandall Office Furniture specializes in remanufacturing high quality office chairs and providing OEM-quality aftermarket office chair replacement parts, such as casters, gas cylinders, arm pads, and more for tier-1 chairs made by companies such as Steelcase, Herman Miller, Haworth, etc... We also have complete work at home solutions including adjustable desks and floor mats. Covid barriers for large office settings are available in custom sizes. All of our tables and chairs and barriers are made in the USA.

EMCOR Facilities Services provides comprehensive service programs to ensure clients’ facilities operate at peak performance. From site based operations and maintenance to mechanical projects and services to full facilities management programs across large, geographically dispersed customer portfolios, EMCOR represents a rare combination of broad national reach with local execution. Their services team can also design, install, replace, or upgrade your equipment to optimize the performance of your facilities, whether you have one site or thousands. EFS is a division of EMCOR Group, Inc., a leader in mechanical and electrical construction, industrial and energy infrastructure, and building services.

Ecotech Office Environments is one of the largest buyback companies serving North America. We are the only source you need for disposing of your used office furniture and systems. We specialize in assisting our clients by purchasing and consulting in regards to your pre-owned office furniture. Our buyback solutions offer a variety of options for you to choose from to find what best fits your needs. Ecotech Office Environments will work with you and review your current needs to direct you to the proper option or solution to maximize the return on your furniture assets.
FogHorn
150 Mathilda Place, Suite 600
Sunnyvale, CA 94086 United States
P: +1-408-906-0700
W: www.foghorn.io

Product/Service Category: Software Solutions

FogHorn is a leading developer of edge AI software for industrial and commercial IoT application solutions. FogHorn’s software platform brings the power of advanced analytics and machine learning to the on-premises edge environment enabling a new class of applications for advanced monitoring and diagnostics, machine performance optimization, proactive maintenance and operational intelligence use cases. FogHorn’s technology is ideally suited for OEMs, systems integrators and end customers in manufacturing, power and water, oil and gas, renewable energy, mining, transportation, healthcare, retail, as well as smart grid, smart city, smart building and connected vehicle applications.

GOJO Industries
One GOJO Plaza, Suite 500
Akron, OH 44311 United States
P: +1-800-321-9647
W: www.gojo.com

Product/Service Category: Health & Safety

GOJO Industries, Inc. (www.gojo.com) is the inventor of PURELL® Advanced Instant Hand Sanitizer and the leading global producer and marketer of skin health and hygiene solutions for away-from-home settings. The broad GOJO product portfolio includes hand cleaning, handwashing, hand sanitizing and skin care formulas under the GOJO®, PURELL® and PROVON® brand names. GOJO formulations use the latest advances in the science of skin care and sustainability. GOJO is known for state-of-the-art dispensing technology, engineered with attention to design, sustainability and functionality.

FreeAxez
1805 Underwood Blvd.
Delran, NJ 08075 United States
P: +1-856-764-0400
W: www.freeaxez.com

Product/Service Category: Electrical/Wire Management

For more than 25 years, FreeAxez has led the industry in developing new low-profile access floor systems that accommodate changing technology and adapt to future changes quickly. With a proven system of products, Gridd, Gridd Power, and Gridd Mobile, FreeAxez is continuously expanding and refining its offerings to meet the needs of today’s and tomorrow’s integrated high-performance buildings. This ‘can do’ approach to demanding projects and commitment to stay ahead of the industry’s evolving needs is what FreeAxez’ clients depend on. Manufactured in the USA, UL-Listed, and GreenSpec listed. Gridd delivers the power to change.

GP PRO (Georgia-Pacific)
133 Peachtree Street
Atlanta, GA 30303 United States
P: +1-866-435-5647
W: www.gppro.com

Product/Service Category: Restroom Products

GP PRO manufactures and sells well-known brands like enMotion®, Compact®, Angel Soft Professional Series®, Brawny Industrial® and food service brands including Dixie®, SmartStock® and PerfecTouch®. A division of Georgia-Pacific Consumer Products, GP PRO designs products to meet restroom, food service and break room needs for office buildings, healthcare, food service, high traffic, lodging, retail and education facilities plus a wide range of industrial and manufacturing facilities in North America. For more information on GP PRO, call 1-866-HELLO GP (435-5647) or visit gppro.com.
Grainger
100 Grainger Parkway
Lake Forest, IL 60045 United States
P: +1-847-535-1000
W: www.grainger.com/content/aging-buildings

**Product/Service Category:** Building Maintenance

Grainger is a broad line, business-to-business distributor of maintenance, repair and operating supplies and related services that help you maximize longevity and realize the full potential of your facilities. More than 3.5 million businesses and institutions worldwide rely on Grainger for products in categories such as safety, material handling, lighting and electrical, along with facilities, energy and safety services. Grainger that can help you: Maintain Building Compliance and Safety, Increase Worker Productivity, Drive Energy and Facility Efficiency, Manage and Reduce Operating Costs. Place orders at grainger.com, on mobile devices, through sales representatives, over the phone (1-800-Grainger) and at local branches.

Honeywell
Honeywell Building Management Systems
1985 Douglas Drive N.
Golden Valley, MN 55422 United States
P: +1-763-954-5253
W: www.buildingcontrols.honeywell.com

**Product/Service Category:** Building Automation

With a long history of innovation and reliability, Honeywell Building Management System products provide new levels of comfort and cost control. They’re designed to enhance the integration, automation and cybersecurity of your building.

International Facility Management Association (IFMA)
800 Gessner Road, Suite 900
Houston, TX 77024 United States
P: +1-713-623-4362
W: www.ifma.org

**Product/Service Category:** Educational/Professional Development

IFMA is the world’s largest and most widely recognized international association for facility management professionals, supporting 23,000 members in more than 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region, industry, and areas of interest. Together they manage more than 78 billion square feet of property and annually purchase more than US$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management; conducts research; provides educational programs, content and resources; and produces World Workplace, the world’s largest series of facility management conferences and expositions.

IMAGINiT Technology
11201 Dolfield Blvd., Suite 112
Owings Mills, MD 21117 United States
P: +1-216-834-8320
W: www.imaginit.com

**Product/Service Category:** Software Solutions

Throughout the building lifecycle, leverage facility data to improve operations, asset management and provide safe, efficient work environments. Partner with the IMAGINiT Facilities Management team and take advantage of the depth of experience that is unparalleled in the industry. Take your facilities management to the next level with data, models, BIM standards, and more. As the leading provider of Autodesk, Archibus, and Leica Geosystems, you have access to the full solution of hardware, software, and processes to improve your facilities’ management.

iOFFICE, LP
5300 Memorial, Suite 300
Houston, TX 77007 United States
P: +1-713-526-1029
W: www.iOFFICECORP.com

**Product/Service Category:** Software Solutions

iOFFICE creates the most responsive, frictionless workplaces everywhere through space planning, employee experience, and asset management SaaS solutions. Our cloud-based, open-API platforms and mobile apps help businesses of all sizes connect data, people, and things wherever work takes place. Facility and workplace leaders leverage our namesake next-generation IWMS for insights to enhance experiences and scalability of their real estate portfolios. iOFFICE also provides ManagerPlus, an enterprise asset management solution, user-friendly maintenance tool Hippo CMMS, and simple space booking and visitor software Teem. See why leading organizations choose iOFFICE software to optimize their spaces and assets at www.iOFFICECORP.com.
Kelly Engineering

Kelly Services
999 W. Big Beaver
Troy, MI 48084 United States
P: +1-586-255-1061
W: www.kellyservices.com

Product/Service Category: Disaster Recovery/Emergency Response

The new world of work is already here. Connecting talented people with companies in need of their skills is what we do. The top talent of today and tomorrow is already open to new ways to work. They embrace it. They thrive in it. Are you? We can help you get there.

LogiSon Acoustic Network

LogiSon Acoustic Network
3-1050 Pachino Court
Burlington, ON L7L 6B9 Canada
P: +1-866-LOGISON
W: www.logison.com

Product/Service Category: Acoustics

Greater openness and reduced absorption make today's interior designs even more dependent on sound masking for speech privacy and noise control. Now, more than ever, you need to know that your sound masking system is providing the right sound throughout your facility. The LogiSon Acoustic Network is tuned using TARGET, an application that automatically and accurately adjusts each small zone to the specified spectrum, maximizing speech privacy and occupant comfort. This award-winning technology has been installed in many hundreds of millions of square feet for clients in commercial offices, hospitals, call centers, banks and more. Worldwide distributors provide turnkey services.

Miller Electric Company

Miller Electric Company
6805 Southpoint Parkway
Jacksonville, FL 32216 United States
P: +1-904-388-8000
W: www.mecojax.com

Product/Service Category: Energy Management

Through our dedicated team of professionals, and partnering with the industry's leading engineers, manufacturers, and distributors, Miller Electric Company will provide you with innovative solutions and quality service so that you can stay focused on your core business. Whether you are planning a new build, modernizing your existing facility, maintaining your infrastructure, or looking to improve your energy efficiency, Miller Electric Company will give you the power to succeed.

milliCare Floor & Textile Care

milliCare Floor & Textile Care
920 Milliken Road
Spartanburg, SC 29303 United States
P: +1-888-886-2273
W: www.millicare.com

Product/Service Category: Interior Maintenance

milliCare cares for your facility and for the people within it. Our wide range of services help ensure your space makes a good first impression while also extending the life of your flooring and textiles. Even more importantly, we can help improve indoor air quality and facility hygiene to make your space safer and healthier. We offer maintenance programs for carpet, textiles, tile & grout, and other hard surface flooring, as well as enhanced hygiene services. milliCare employs a holistic, customized approach for commercial facilities that's highly effective and environmentally responsible. For more information, please visit www.millicare.com.
Nalco Water, an Ecolab Company
1601 W. Diehl Road
Naperville, IL 60563
P: +1-800-288-0879
W: www.ecolab.com/nalco-water

Product/Service Category: Water Technology

Re-occupy and keep your facilities operating safely and efficiently with Nalco Water, An Ecolab Company. Our solutions for water, air, energy management and facility maintenance deliver maximum ROI by reducing energy costs, protecting building assets, minimizing risk and increasing tenant satisfaction. We're an industry leader in water safety with 25+ years of experience. Our latest innovation, Water Safety Intelligence, enhances traditional water risk management to help you proactively manage and quickly address Legionella risk across your enterprise. Trusted at more than one million customer locations, Nalco Water specializes in sustainability enabled by 3D TRASAR™ and digital programs powered by ECOLAB3D™

New Pig

New Pig Corporation
One Pork Ave.
Tipton, PA 16684 United States
P: +1-814-684-0101; +1-800-HOT-HOGS
W: www.newpig.com

Product/Service Category: Health & Safety

Slips, trips and falls in entryways and walkways. Burst pipes. Dripping ceilings. Leaking equipment. Every facility will experience difficult situations, but the primary difference between a quick, successful response and a maintenance nightmare is preparation. Since creating the world's first absorbent sock more than 35 years ago, New Pig has worked with hundreds of thousands of facilities around the world to develop award-winning solutions to all the problems that keep you up at night. A partnership with New Pig and our full range of Pig products will keep your employees and customers safe and your facility operating efficiently.

Notifii

8150 Sierra College Blvd., Suite 230
Roseville, CA 95661 United States
P: +1-888-506-8536
W: www.notifii.com

Product/Service Category: PropTech

Notifii Track is a cloud-based package management system. Quickly log a package in and take a picture of the box or shipping label. The app can automatically send the employee an email notification with any pictures embedded. When you deliver the package, get a signature proof-of-delivery. Notifii Track is available as a browser app and mobile iPad/iPhone/Android tablet/smartphone app. Free trial with loaner equipment available.

Planon

45 Braintree Hill Park, Suite 400
Braintree, MA 02184 United States
P: +1-781-356-0999
W: www.planonsoftware.com

Product/Service Category: Software Solutions

As the leading global supplier of Integrated Workplace Management System (IWMS), Planon helps organizations streamline business processes for buildings, people, and workplaces. Planon's innovative software assists with every phase of your real estate lifecycle, from signing the contract and maintaining assets of all types, to optimizing space usage and meeting corporate sustainability objectives. Planon's customers benefit from a truly integrated software platform that is proven to deliver higher workplace productivity and lower Total Cost of Ownership (TCO). Planon’s software also provides you with valuable management information spanning all real estate and facilities management processes, within a single database that allows you to analyze past performance, respond to current needs, and forecast for the future. Planon was founded in 1982, and has since grown to 2,500 customers in 40 countries and more than 750 employees in offices across the world. Planon is the chosen partner for leading international organizations as well as local businesses, universities, and service providers.
thank you building maintenance workers & facility management professionals
we’ve always known you are essential

qlair
qlair provides the sensors, data and solutions needed to ensure continuous clean air for occupant well-being and operational efficiency. Leveraging data from leading air quality and HVAC filter monitors, our platforms allows facility management professionals to detect, analyze and mitigate air quality issues proactively.

Republic Services
Republic Services, Inc. is an industry leader in U.S. recycling and non-hazardous solid waste disposal. Through its subsidiaries, Republic’s collection companies, transfer stations, recycling centers, landfills and environmental services provide effective solutions to make responsible recycling and waste disposal effortless for its customers across the country. Its 36,000 employees are committed to providing a superior experience while fostering a sustainable Blue Planet® for future generations to enjoy a cleaner, safer and healthier world.

Securitas Security Services USA, Inc.
Securitas Security Services USA is the leader in protective services, serving a wide range of customers in a broad spectrum of industries and markets. Their security solutions draw on the Six Pillars of Protective Services which include, on-site guarding, mobile guarding, remote guarding, electronic security, fire & safety and corporate risk management. As the U.S. division of an international organization with local focus, Securitas offers comprehensive security solutions that leverage their 92,000 employees, knowledge and technology to provide the protection necessary to meet each client’s unique security requirements.
ServiceMaster Clean, Restore and SRM provide 24/7/365 cleaning and restoration services for businesses. ServiceMaster Clean provides commercial cleaning and janitorial services for more than 3,000 businesses nationwide. ServiceMaster Restore provides commercial (and residential) disaster restoration services resulting from damage caused by water, fire, smoke or mold. SRM provides large-scale, commercial emergency response mitigation, overall project management, restoration and reconstruction services.

Skyfold is a unique, vertically folding acoustical retractable wall that neatly stores in the ceiling when not in use. In the down "closed" position, Skyfold is a two-sided, hard, rigid wall with an STC rating up to 60 (RW 59). Unlike conventional operable walls, Skyfold is fully automatic and does not require manual operation. Skyfold does not take up valuable floor space for storage pockets and does not require wall or floor tracks. Skyfold unfolds and retracts quietly and effortlessly. Changes in room configuration can be achieved within minutes by a simple keypad operation!

SoftBank Robotics drives technology forward as a worldwide leader in robotics solutions. With 500+ employees in Paris, Tokyo, San Francisco, Boston and Shanghai, SoftBank is constantly exploring and commercializing robotics solutions that help make people's lives easier, safer, more connected, and more extraordinary. Our robots & services offer innovative applications relevant for retail, tourism, healthcare, finance and education. We've created the most innovative applications relevant for education, business and personal use. Our successful commercialization not only positions us as a leader in rapidly scaling robot solutions, but also furthers our research dedicated to advancing the field of robotics.
SOLID Surface Care Inc.
3820 Rose Lake Drive
Charlotte, NC 28217 United States
P: +1-844-227-6543
W: www.solidcare.com

Product/Service Category: Interior Maintenance

SOLID Surface Care, Inc. is the largest self-performing facility care company. Our well-trained teams deliver the highest level of cleaning, disinfecting, restoration and maintenance for all hard and soft surfaces, while providing a best-in-class client experience. We always put the needs of clients first by going beyond the surface to grasp their brand, budget and culture to develop a Consolidated Care Plan, all with an advanced online data management platform. When working with SOLID, it all comes down to one: one partner, one contract, one invoice and one point of contact for all your surface care.

SpaceIQ
1400 Terra Bella Ave., Suite E
Mountainview, CA 94043 United States
P: +1-650-772-4997
W: www.spaceiq.com

Product/Service Category: Software Solutions

SpaceIQ makes your workplaces smarter and your employee experiences better. If you need a centralized data-driven platform to make better informed decisions about your real estate, we’ve got you. If you want to plan and manage a more productive and efficient work environment, you’ve come to the right place. And if you want to give your employees a frictionless experience so they can do their best work, we do that too. Our mission is to help businesses of all sizes reach their full potential by creating great workplaces that attract and retain the talent they need to grow and succeed.

Sunbelt Rentals, Inc.
2341 Deerfield Drive
Fort Mill, SC 29715 United States
P: +1-800-667-9328
W: www.sunbeltrentals.com

Product/Service Category: Facility Management Service Providers

The ability to smoothly run a day-to-day operation starts with a well-maintained facility. One that is not only efficient, but clean and safe. At Sunbelt Rentals, we offer a full-line of equipment for all your facility maintenance and construction projects, from floor to ceiling, and indoor to outdoor. We work with a variety of diverse industries, such as retail and entertainment, general construction and industrial manufacturing, aviation and marine, to name a few. Even though these industries have their own, unique needs, they all have one thing in common – Sunbelt Rentals.

Sweven is a SaaS CMMS developed by ECOBPM, a company that has more than a decade of experience in Maintenance Software development. We are leading innovation with multiple added maintenance features, all in the cloud (AWS) to enable a truly efficient stream of critical data amongst all stakeholders (Maintenance Operator, Client, Vendor, Technician, and more). With our no-code configurable SaaS FM option, you can go from Sheets to Database in less than a day, at your own pace. Create accounts for your Techs/Vendors and you’ll be dispatching work orders the same day. Start using Analytics, IoT & Machine Learning with us. Create your account today and obtain a competitive edge at a very low cost.

SWEVEN (SaaS CMMS)
5019 Saint-Denis Court, Bell Isle
Orlando, FL 32812 United States
W: www.swevenbpm.com

Product/Service Category: Software Solutions
Tango
9797 Rombauer Road, Suite 450
Dallas, TX 75019 United States
P: +1-855-938-2646
W: www.tangoanalytics.com

**Product/Service Category:** Software Solutions

Tango’s Strategic Location Management solutions manage the entire real estate and facilities lifecycle across all industries from retail to financial services, telecommunications, manufacturing, and other corporate real estate sectors. The Tango team has worked with over 500 leading companies and brings that knowledge and those best practices to our solution. Our cloud-based SaaS and mobile solutions are used across more than 140 countries by concepts ranging from a few dozen locations to large global brands with more than 40,000 locations.

The Home Depot Pro
2455 Paces Ferry Road, S.E.
Atlanta, GA 30339 United States
P: +1-470-270-1379
W: www.homedepotpro.com/institutional

**Product/Service Category:** Janitorial Products and Services

The Home Depot Pro is the leading national provider of integrated facility maintenance solutions. We serve a wide array of customers including commercial offices, educational, and BSC’s. Access speed-enhancing features, product information, tracking and analytic capabilities offered through our eCommerce ordering platform. From mobile apps to budget and workflow management, we make managing your maintenance supplies easy. Only The Home Depot Pro provides the convenience of delivery of thousands of cleaning, maintenance, and repair items right to your door, will-call pickup at many locations nationwide, and the extra convenience of immediate pickup at over 2,200+ The Home Depot stores nationwide.

Xcluder
750 W. Lake Cook, Suite 480
Buffalo Grove, IL 60085 United States
P: +1-847-947-0029
W: www.buyxcluder.com

**Product/Service Category:** Pest Control

Xcluder is the global leader in rodent and pest exclusion products. Residential and commercial solutions include fill fabric—for sealing all types of cracks, holes, and crevices—and sweeps and seals for all types of doors—personnel, garage, dock leveler, and more. Exclusion is a critical component of IPM. Contact an expert for more information and training.

Thomas Cuisine
700 E. Franklin Road
Meridian, ID 83642 United States
P: +1-208-955-1290
W: www.thomascuisine.com

**Product/Service Category:** Food/Beverage Services

Thomas Cuisine is the best value in foodservice management for healthcare providers, corporate cafes, upscale senior dining, and collegiate/pro sports training tables. Our culinary teams prepare fresh, scratch-made meals every day at partner sites across the country. We purchase whole foods and use culinary creativity to deliver beautiful, wholesome meals to guests. Our menus include top quality local, plant-forward, non-GMO and vegetarian options. Our biggest difference is that we are authentic—and purposeful—resulting in higher participation, incremental revenues and lower costs for many of our clients.

Xcluder
750 W. Lake Cook, Suite 480
Buffalo Grove, IL 60085 United States
P: +1-847-947-0029
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**Product/Service Category:** Pest Control

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ANAHEIM, CALIFORNIA, USA