



IFMA Boston

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2008 Holiday Gala



Please join the Boston Chapter of IFMA as we toast the holiday season and the coming New Year on December 4th at Artists for Humanity in South Boston.

The annual Holiday Gala benefits the SPARK Center (Supporting Parents and Resilient Kids) which provides state-of-the-art services for children and families whose lives are affected by medical, emotional, and/or behavioral challenges. During this popular event, you will have the opportunity to relax and network with more than 200 of your colleagues and friends from 6:00 pm – 10:00 pm as well as bid on items during the silent auction.

Please visit www.ifmaboston.org for more information, to view the invitation online and to register.



Living in a Recycled World: How Small Steps Can Make a Big Difference

By Bill Osborn, RENTACRATE

Compared to just one year ago, there are thousands of more people today who are making a conscious effort to eliminate unnecessary waste and be more environmentally friendly. For decades, law firms and clients alike have recycled their glass and paper in order preserve our natural resources. As we continue to see the greening of mainstream America, it's good to know that our collective efforts are beginning to take hold. Unfortunately, there is still plenty more that can be done, but are not, since they do not neatly fit into the mainstream "green" campaign. Paper shredding and purging, and electronic recycling are a couple of prime examples.

Consolidate Your Shredding Needs

For so long now, we've thought of recycling in terms of "a pound recycled is a pound saved." According to Conserva-tree, a source for information on environmental papers, one ton of uncoated virgin (non-recycled) printing and office pa-

per uses approximately 24 trees. Knowing this, the average office paper bin that holds 300 pounds of recycled paper can save 3.6 trees per bin! The advantages of recycling paper, however, go beyond just saving trees. By coordinating efforts, firms can consolidate their recycling efforts and save even more – paper, time and money.

Consider this: a typical office may need to shred 100 pounds of paper per month for security reasons. While it's smart for firms that need to properly dispose of confidential documents to own a paper shredder, it is much more economical to have an outside shredding service do the shredding in one large-scale effort. Not only will this save countless amounts of electricity, time and money compared with operating several small shredders in house, but most service providers will provide documentation of destruction certifying that materials have

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been properly disposed. Even if materials are not sensitive in nature, it's still more environmentally friendly to shred all paper to ensure it makes it to the recycler; most non-shredded paper gets mixed with other trash, ending up in landfills. In this post-Enron age, it is important to follow requirements for the preservation and disposal of documents and one can never be too careful or too accountable for how their information is stored and, more importantly, where it ends up.

Eliminating in-house shredding responsibilities frees up precious manpower hours to focus on clients and the firm's bottom-line business. Because of its many advantages, this consolidated process is quickly becoming the method of choice for firms looking to take their environmental initiatives to the next level.

So how does one choose the best service provider? You want to first check their financial background and their Dun and Bradstreet number. Then you should check to ensure they have the proper insurance coverage. It is recommended to have at least \$2 million in general liability with a \$5 million umbrella along with \$3 million dollars for errors and omissions. In addition to the standard coverage, you should also make sure their employees are bonded, have annual background checks, and are randomly drug tested. The National Association for Information Destruction (NAID) has a certification program that ensures a shredding company is following strict security guidelines and processes. It is highly recommended to use a NAID certified company to guarantee your documents are in secure hands.

Purging of Paper-Based Products

Another practice that is increasingly growing in popularity for both its economical and environmental benefits is the purging of paper-based products to eliminate the unnecessary waste of paper. It's good to know that service providers can equip offices with bins specifically designated for paper to avoid having materials thrown out along with other trash, such as food and other non-paper waste.

At certain points during a firm's growth cycle, there comes the need to either relocate and/or conduct a top-to-bottom cleaning. It's at these junctures that firms can undertake a full purge of unnecessary waste. Firms can remove and properly recycle all non-classified, unneeded documents, such as books, binders, old letterhead, and even cardboard. Without taking this step, many of these items would work their way into our country's limited landfill space as solid waste because

they consume valuable office space. Although these purges are performed less frequently, they can help firms become less dependent on paper and make working areas cleaner and more useable – increasing overall productivity. It's also a good practice to take inventory of what is no longer needed occasionally and what firms can store electronically to reduce the unnecessary consumption of resources.

The Next Generation of Recycling

Moving beyond traditional paper recycling is something that is even more beneficial to the environment – the proper disposal of electronic waste, or E-waste. As we all struggle to find ways to be more eco-friendly, this trend will surely catch on. It is surprising, though, to find that in 2008 many people are unaware that electronic waste disposal is even done! Electronic products such as old computers, fax machines, and radios can do massive amounts of damage to the eco-system, since many contain toxic chemicals – such as lead and mercury – that are needed to make them work. Without recycling, all that solid waste and toxic material is going directly into a landfill and, potentially, leaching harmful chemicals into our groundwater. With a finite amount of space in landfills, firms should create incentives to raise employee awareness of recycling old computers and electronic components, as well as office furniture and equipment.

By recycling electronics, we can ensure that 100% of computers and components such as wiring and metal are reclaimed and put back into the production process. Similar to paper recycling, a document of destruction can be issued by third party vendors to verify that all electronic materials have been properly discarded and are not decomposing in landfills. If you consider how electronic devices occupy an increasingly dominant role in both our personal and professional lives, the reasons for electronic recycling are clear.

The recycling of electronics can impact our society in multiple ways. There are not only environmental advantages, but also business advantages – opportunities for businesses to use these materials for new and innovative business models. With the rise of fuel prices and energy costs, business are continuing to seek new ways to produce energy and reduce carbon emissions. Thanks to new advancements in technology, we are finding new methods to produce energy from recycled goods. Additionally, the trend of reusing materials – from electronic components to grocery bags, plastic bottles, and plastic crates – is reinforced in both the business and

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By Ed Sullivan, CFM, Polaroid

One of the many goals of the Education Committee over the 2009 - 2010 calendar year is to provide educational seminars that will help those seeking Facilities Management professional designations and/or certifications.

To support that goal we will provide all four of the required educational seminars needed to obtain the Facilities Management Professional (FMP) designation. Those seminars already scheduled in 2009 are:

1. **Planning and Project Management**, February 26th and 27th.
2. **The Business of FM**, March 17th - 20th.
3. **Operations and Maintenance**, April 7th and 8th.

This fulfills three of the four required FMP seminars. The fourth and final required seminar is Leadership and Management. That session is not scheduled yet, but possibly will be offered in late 2009 or early 2010.

The seminars planned will complete all four of the educational needs for the FMP designation and meet three of the eight categories of competency required for the Certified Facility Manager (CFM) educational needs. For those individuals currently seeking the Certified Facility Manager (CFM) or wanting to assess their readiness to take the exam we have a two day **CFM Review** seminar on **January 22nd and 23rd** which will be taught by Vicky Hardy.

Please refer to the IFMA Boston website (www.ifmaboston.org/events) and access the Calendar/Events section for this information, other planned events plus periodic updates.

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political realms, with more and more states enacting laws discouraging people from dumping computers into landfills.

For example, Oregon created an e-waste recycling law that goes into effect January 1, 2009. Connecticut passed a similar law dealing with e-waste last year, allowing consumers to drop off PCs, cell phones and electronics devices at specified recycling centers for no cost. Other states are taking action to solve the e-waste crisis as well. Ten states plus New York City have passed laws creating statewide e-waste recycling programs. All except California are "producer responsibility" laws, requiring manufacturers to pay for recycling.

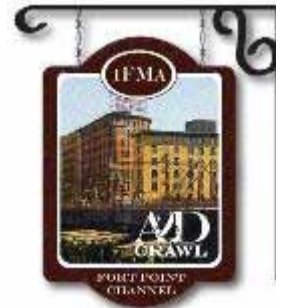
While becoming an eco-friendly firm is certainly admirable goal, only a full-hearted attempt will deliver the tangible and intangible value that you are looking for from your firm. Going green has swept our nation and, as opposed to losing steam, is gaining momentum. To truly make an impact, though, it is important for firms to not only employ sustainable alternatives, but also encourage their employees to give back to the communities they serve. In this way, lawyers can draw greater fulfillment from their careers and their lives.

Bill Osborn is the Senior Sales Executive for RENTACRATE. He is a member of the IFMA Boston Community Projects Committee and Chair of the IFMA Boston Golf Committee. "Big Bill" is responsible for customer relations in New England and lives in Framingham, MA with his wife Lisa and their two beautiful daughters.

A&D Crawl

By Brian Folan

On September 10th the exciting calendar of IFMA Boston monthly programs kicked off with the overwhelmingly successful A&D Crawl through the Fort Point Channel area of Boston. Over the past several years there has been a migration of some of the finest architectural and design firms to the Fort Point/Seaport District of Boston. This event was an opportunity for these firms to open their doors in order to share their motivation and philosophies behind making the move to this vibrant and growing area of the city.



The participating firms included: ADD Inc., Bergmeyer Associates, Burt Hill, BH+A, TRO Jung Brannen, Cubellis, Dimella Shaffer, Elkus Manfredi, Margulies Peruzzi Architects, and Signer Harris. IFMA Boston would like to thank the program committee members, tour guides, and participating firms for putting in the time, effort, and coordination to make this very special event a rousing success.

By Katrina Redmond, Fox RPM

What can be accomplished when one single organization acts as the owner, developer, landlord, general contractor, architect, engineer, designer, and broker? IFMA Boston members and guests learned first hand how this approach, perfected by Massachusetts-based Cummings Properties, was used for TradeCenter 128 in Woburn. The presentation and site tour was held on Wednesday, October 29th at the newly built 400,000 sf facility of first class office space which also includes the Middlesex County Superior Court. Jim Trudeau, Design Manager, Cummings, talked to an audience of approximately 60 people from the IFMA community about the design and construction process and shared special insight on this unique building with a focus on how they achieved LEED Gold pre-certification.

For years, Cummings Properties has used lean design and construction practices to achieve efficiencies and cost savings that contribute to sustainability. Some examples include using recycled materials, finding low-energy solutions, buying materials directly from local sources, and choosing sites that are close to public transportation. TradeCenter 128, designed and built to the highest LEED standards, will provide tenants with lower utility costs, improved air quality and lighting, and green housekeeping. Some of the features highlighted in

the presentation and tour included: operable windows, high-performance glass, high-recycled content materials, on-site public transportation, preferred parking for low emission vehicles, premium efficiency HVAC and lighting systems, and energy-recovery fresh-air ventilators.

After the talk, the audience split into groups for a building tour. Jim led a technical tour focusing on engineering details and a tour of the mechanical room. VP of Leasing Eric Anderson and additional Cummings staff led several other groups on general tours of the building. The tours included a stop at the top floor to view the roof of the 900-car parking garage that will be fitted with photo-voltaic solar panels for a 100 KW solar system, scheduled for installation later this year. Cummings Properties will be able to lease clear roof space for power purchase agreements (PPAs) and can sell renewable energy credits (RECs).

As the sun set across the glass facade of TradeCenter 128, guests returned to the main foyer to enjoy refreshments, networking, and an opportunity for Questions and Answers with our hosts from Cummings. Cummings Properties founder, Bill Cummings, made an appearance at the end of the evening to meet the IFMA Boston guests and welcome us to this flagship and innovative new property.

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Jessamine (Jessie) Wigfall, CFM
Facility Manager, Liberty Mutual Group

1) Which technology provides a more economical and efficient use of security manpower?

- A. alarm panels
- B. panic buttons
- C. access control systems
- D. closed circuit TV cameras

2) Your call center is a large open area with comfortable furniture and a kitchenette, located in the basement. You must relocate the team to the first floor with a smaller floor plate but significantly improved lighting. Although the furniture will be new and modern, the new workstations will be considerably smaller.

Which three communication practices should you use to gain call center team support for the new location? (Choose three.)

- A. use color boards and other visual aids to help illustrate the end state
- B. tell a joke at the beginning of your presentation to diffuse any hostility
- C. briefly review the current situation outlining the positives and negatives
- D. early in the presentation, emphasize the benefits derived from the change
- E. emphasize how team productivity will increase as the result of working in a better lit environment with new furniture

3) Your facility organization serves many different types of functional departments, including office functions, data centers, manufacturing, and research. Each department insists that its environmental requirements are special and must be met.

What is a good way to respond to these demands?

- A. set uniform standards for all work areas
- B. adjust the HVAC systems to satisfy each user group
- C. create a service level agreement with each user group
- D. create service level agreements with specialized functional areas

4) The FM project budget has not been allocated, but you have been asked to submit a 5-year project plan. You decide to submit all requested projects in priority order.

Which is the best order for prioritizing the projects?

- A. 1. life safety
2. code requirement
3. preventive maintenance
4. property loss
- B. 1. life safety
2. code requirement
3. property loss
4. preventive maintenance
- C. 1. life safety
2. property loss
3. code requirement
4. preventative maintenance
- D. 1. life safety
2. property loss
3. preventive maintenance
4. code requirement

5) You are doing a life cycle analysis between two pieces of equipment with different lifetimes and you must decide which method to use.

Which item should be used for the analysis?

- A. tax savings
- B. present value
- C. average annual cost
- D. internal rate of return

6) You are asked to set criteria for evaluating the proposals from three firms that will be bidding on a renovation for your manufacturing floor.

What is the most important criteria? (Choose two.)

- A. technical expertise, financial stability and pricing of project
- B. technical expertise, length of contract, business experience
- C. downtime proposal, completion record and pricing of project
- D. business experience, downtime proposal and pricing of project