Win-Win Contract Renegotiations

By Kelly Kidwell, Burns & McDonnell

At the beginning of the COVID-19 pandemic, our household faced a dilemma - what to do about our house cleaning services. At the time, with little known about the virus or how to stop it (very few people outside of healthcare workers or contractors had face masks), having non-family members in the home was simply not an option. Yet we did not want our housekeeper to have to close up shop and pursue a different line of business to make an income. What to do in an unprecedented-in-living-memory pandemic?

Many large and small organizations are facing the same issues. Facilities Managers often find themselves at the center of the essential services discussions, providing insight on how to make efficient cuts that won’t adversely affect the operations of the facility or the mission of the organization. Although the timeline of the pandemic is unknown, and the uncertainty of possible future lockdowns remain, it is important to keep a long-term view in mind when dealing with business partners and take a win-win stance in renegotiating contracts.

Even if your contract is not set to expire for some time, many service providers in the current climate are willing to work with their clients to come to agreeable terms for both parties. There is a vested interest in workplace partners helping the entities they depend on to stay in business. However, keep in mind some partners you reach out to may have less leeway in terms of deviation from their contracts. Organizations that derive smaller profit margins and have less control over supplies or services will have a harder time modifying contracts while keeping the lights on. Distributors, small businesses, private landlords, and small contractors generally have less ability to negotiate. Instead, consider contacting larger companies, financial institutions, larger contractors, manufacturers, and direct service providers to renegotiate terms.

After deciding which contracts to renegotiate, it comes time to lay out strategies. One common tactic is service extension — where the customer pays at the normal rate, but the provider

Mentorship Programs Stand the Test of Time

By Mari Davis, Hines Interests Ltd. and Brian Blunt, CFM, FMP, 2U, Inc.

Hundreds of years before Renaissance Masters painted, carved, and theorized, a system of education and training was developed in Europe that laid the foundation for professionals and aspiring professionals. This system created a tradition that affects us to this day. Fraternities of tradesmen known as “guilds” would collaborate to share specialized secrets to the proven and deserving among them. Apprentices would learn an array of skills until they became journeymen and honed their craft for at least seven years. Upon completion of a literal masterwork, they could be found worthy of the title of Master Craftsman and begin the cycle anew by mentoring journeymen and taking on new apprentices. Thus, the quality of workmanship would grow — along with the reputation of the guild.

This system could be exclusive to a fault, a tendency that affects communities to this day. Professional predisposition can cause silos and preclude valuable additions to our modern “guilds.” Much like our investment portfolios, without active engagement and diversification, we will miss out on maximum gains and mutual benefit. U.S. News & World Report emphasizes financial diversification in order to maximize potential return and growth. Similarly, employee diversity maximizes talent potential and may improve company effective-
From the President

As I close the book on my first quarter as Chapter President, I am overwhelmed. Overwhelmed by six months and counting of the rising death toll, the chronic health issues experienced by many survivors, the economic fallout, and the dramatic upheaval in all aspects of our daily lives as a result of COVID-19. I am overwhelmed by the depth of pain and suffering, the injustice and inequity people of color in our great nation continue to endure. I am overwhelmed by the natural disasters fueled by climate change -- unrelenting wildfires in the west and a record-setting number of hurricanes impacting the east and the south. I am overwhelmed by the recent death of Supreme Court Justice Ruth Bader Ginsburg, and the seemingly precarious state of our democracy as election day approaches.

Overwhelmed, indeed. But I am also inspired, motivated, and dare I say it… hopeful? In grappling with all of this heaviness, I dusted off the timeless classic — The Seven Habits of Highly Effective People, by Stephen Covey, to revisit his powerful and, more importantly, empowering concepts of “circle of concern” and “circle of influence.” The myriad of events and circumstances above are all in my circle of concern. As I study them, I recognize some of these things are simply beyond my control, but others, I can do something about. That is my circle of influence and that is where my power lies.

I do not have the education nor experience to invent a cure or a vaccine for COVID-19, but I can wear a mask, keep my hands clean, and respect social distancing. I can make my workplace safe for returning staff and visitors. I cannot cure racism nor can I eliminate systemic disparities, but I can deepen my understanding of racism, implicit bias, my own reactions, and areas of needed work. I can acknowledge and speak out against all forms of racism, discrimination, and bias. I cannot stop nor reverse climate change, but I can reduce my own carbon footprint and that of my organization. Finally, I cannot save our democracy, but I can vote. I can encourage others to vote. I can take others to vote.

Being an engaged member of the Capital Chapter of IFMA over the last two decades has expanded my circle of influence, my ability to act effectively on issues within my circle of concern. When my organization and its tenants finally return to the office sometime next year, we will all be safer because of the things I have learned from this community. We were sharing best practices and acting on climate change together long before the “triple bottom line” was a thing. As I consider how to move diversity, equity and inclusion initiatives from hollow statements on a page to actionable plans and heart changes both here and at work, I do so benefitting from our collective experience and resources - both personal and professional.

I will say it again… I am inspired. I am motivated. And I am hopeful. This community helps sustain me in so many ways. Those of you reading this who are already engaged get that. Those of you dipping your toes in the water, just jump already. You will not be disappointed. Since March, our dedicated volunteers (and you know who you are) have delivered programming that is consistently what we need right now… with a big dose of FUN! And, “You ain’t seen nothin’ yet…” Since COVID detailed our annual pilgrimage to World Workplace, the Capital Chapter is excited to bring you “Chapter Workplace & Partner Expo” – an action-packed week of virtual events starting October 20th that will highlight the partners who sustain us while delivering top-notch educational and networking opportunities geared toward the Return to Office. Join me and expand your circle of influence.

Best

Kelly Johnson, CFM
President, Capital Chapter of IFMA 2020-2021
As COVID continues to impact the workforce and a large portion of organizations have still not returned to the office, facilities are sitting empty (or only partially occupied), and that brings into question how decreased staffing levels are impacting how the facility is being run. How are building systems being affected? What are the changes that we will see in our facilities as we return to the workplace, and how will those impact FMs? What are the challenges facing FMs in the short-term and in the long-term?

Phil Zito, the CEO of Smart Buildings Academy, has seen how COVID has impacted FMs and their facilities, from small investment properties to large buildings and campuses managed by property management firms. According to Zito, there’s not really a lot of consistency to how these buildings are being managed as they sit vacant. Some FMs have implemented regularly scheduled occupancy changes, and delays in preventive maintenance because equipment is running less. In other buildings, equipment and building systems are running on a normal schedule, and in some facilities, everything has been turned off regardless of the potential damage that may cause. This varies, of course, based on building usage. Obviously, we’re not seeing a change in hospitals, but in commercial buildings, many FMs are moving toward a holiday or weekend schedule. Some FMs have limited primary heating/cooling, lighting and other building services to zones that are occupied, but that only works if the systems are set up to accommodate such zoning. If not, all building systems are running, even if only a portion of the facility is being utilized.

A positive by-product of the decreased utilization of building systems—lighting, HVAC, etc.—is a reduction in building utility load, both on the supply side and the demand side, which can result in a substantial cost savings. Even if the temperature is kept at a steady 72 degrees (a typical setpoint for an occupied building), there will be some utility savings based on the decreased internal load of the partially occupied or unoccupied building.

There are a few risks to building systems, and some challenges facing FMs as the workforce returns. Reduced occupancy in itself isn’t harmful to building equipment unless all of it has been turned off (building-wide, or in a portion of a building). Not allowing the systems to run creates an increase in humidity and moisture, causing mold damage now and eventually, freeze and water damage in plenum pipes as we move into the colder winter months.

One of the biggest challenges for FMs as people return to the workplace is that there is still so much unknown about how re-pupulation is going to work. Zito feels that we haven’t yet seen the true impact that Indoor Air Quality (IAQ) and other environmental measures will have on our facilities. “There was this huge push prior to the Coronavirus to have energy efficient, net-zero buildings, and a lot of those goals can directly conflict with IAQ and environmental quality.” More outside air and greater ventilation requires more energy and an increased utility demand from the building. Zito feels that FMs will need to increase the capacity of the mechanical systems in their buildings in order to maintain higher IAQ standards. Another area that people aren’t talking about yet is litigation; he believes that we will start seeing litigation as people re-enter buildings, and that it will be a driving factor to increase measurement and verification purely from an IAQ perspective, and less from an energy management perspective. “I think there’s going to be a shift in the demand to retrofit buildings in order to be able to monitor the IAQ data, and that will drive us into a retrofit market.”

The difficult thing about IAQ is that there is still no concrete evidence to indicate which IAQ measurements directly correlate to viral spread. There is some scientific data showing that humidity is the key factor; other data indicates that airflow or temperature may be important measurements, but in general, those are still unknowns. According to Zito, the best thing a Facility Manager can do now is to start adequately logging data. “Being able to log data, and analyze and report on that data will tell an FM how to drive sequencing, and that is going to end up being very important.” This data logging also ties into the ability to track occupants—being able to know who has been where is going to help from a sanitization perspective in case someone becomes infected and you need to clean that area of the building. Building that data collection into

Continued on page 12
IN MEMORIAM

With a heavy heart, we share the passing of our esteemed colleague and friend, Glenn Compton, 78, on July 19th, 2020. He was born on New Year’s Eve in 1941 in Washington, DC. He was married 57 years to his best friend and lifelong love, Sandra Wrobel.

Glenn was a graduate of the University of Maryland Global Campus, earning a Bachelors and a Masters degree. He was a member of the inaugural class of IFMA CFMs more than 25 years ago, along with Dave Cotts and others. A founding member of IFMA’s Capital Chapter, he was a true pioneer of the profession who mentored and was beloved by many FMs. During his distinguished career, he served as Director of Facilities at several prestigious non-profit organizations, including American Petroleum Institute, American Diabetes Association, Gallaudet University, and Red Coats. Glenn’s philosophy was always to “Look on the Brightside.”
Win-Win Contract Renegotiations  
Continued from page 1

delays current services and instead extends the payments towards future service. For example, many gyms are adding months to the end of members’ contracts while they are shut down. There are advantages to this strategy, as it keeps the service provider in business, however it may put undue burden on future service if the business is no longer able to fulfill all existing business commitments without taking on new service to maintain cash flow. Therefore, it may not be appropriate for certain types of contracts.

Another strategy is determining if services, support, equipment, or software licenses can be reduced as a way to save money. For example, there may be less demand for printing services while everyone works from home; could your facility reduce the number of leased printers without much operational impact? Retaining some services while still paying for others reduces the burden on your business partners while still utilizing their services. It is usually easy to increase those services again when the time is right.

When it does come time to sit down at the table, be sure to listen carefully to your business partners. It is likely they have problems that you are unaware of, but also just as likely they have solutions you didn’t consider. Ask if they are offering any plans to their customers to help both sides through the Pandemic. Perhaps they are able to discount a “management” or “service” fee typically required of customers. Maybe they are offering something new to provide more value (some companies started offering masks and disinfecting supplies or even disinfection services as a way to supplement their services during the Pandemic). It is important for both customer and service provider to see the other’s point of view, so they can make a fair deal that accounts for the new status quo – one of uncertainty but progressing towards recovery.

In the end, our house decided to pay our housekeeper for one month with no service, followed by two months where the services was canceled and no payment rendered (although we did tip quite a bit extra on the first cleaning post-lockdown). We are now back on a regular schedule, with social distancing and mask wearing. We couldn’t be happier that we were able to come to an agreement that suited both sides while maintaining the relationship we’ve built with a valued service provider.

Mentorship Programs Stand the Test of Time  
Continued from page 1

ness. Unfortunately, Forbes writes, positive sentiment or “will” exists to expand diversity in the workforce, but implementation falls short of actualizing change.

Mentorship programs can be an invaluable tool for individuals and companies looking to bridge the gap between intention and actualization, diversity and inclusion. Enter Kiera Davis. Demonstrating drive and passion for company culture, she leveraged the time-honored guild tradition of mentorship to ally new hires with seasoned professionals within her company—with an emphasis on D&I.

If diversity is inviting “that guy” to the golf course, then inclusion is the effort invested to build a relationship with him on the causeway. Mentorship facilitates those efforts across demographics. Davis emphasizes that “it creates an opportunity to truly engage on a personal level.” Communication silos are less restricted by age or alma mater; collaboration can occur freely within the workplace. As professional rapport develops, “individual differences are ultimately valued and leveraged,” Davis explains, “when you know that you’re being seen and that your differences are valued, you’re willing to show up as your authentic self.” Inclusive mentorship is a way to craft company culture that values teamwork and creative solutions, as well as valuing the employees themselves.

Mentors need mentorship, too! In another career path, the opportunity to be a peer mentor was offered to me as a way to acclimate new hires to our team. My responsibilities included listening, observing, and problem-solving. For the most part, these skills held me in good stead but when questions arose beyond my scope it was necessary to enlist assistance. Enter: Jack Gwilliam. Jack was the manager for my team, and functioned as a mentor to me while I mentored others. If Jack didn’t have an answer, then he had office connections that he could leverage to help develop a strategy that would benefit the new hire, myself, and the company as a whole. Robust programs provide support at all levels. It may look different for different roles, but the effects should be similar.

The mentorship learning model that arose from craftsmen’s guilds is still useful today. Organizations have an opportunity to leverage this proven system to further their Diversity & Inclusion initiatives. It facilitates relationships across demographics that might otherwise exist in a communication silo and shapes company culture. Every participant in a mentorship program will need support at one time or another; so it’s important for all levels of leadership to engage on a reliable basis. As we build our Capital Chapter “guild,” we each strive to build on the lessons handed down by our professional mentors and create our own Masterwork.

Does your organization have a mentorship program? Does it sound like a mentorship program would be a great addition to your company culture? In our next newsletter, Melanie Parks will share her masterful insights on building a successful mentorship program at all levels.
Normally, we would be packing our bags and preparing for IFMA’s World Workplace. Since that is not possible this year, CCIFMA is hosting our own Chapter Workplace & Partner Expo! During the week of October 19th, members of the FM community will have the opportunity to attend educational sessions, a new member orientation and lip sync contest & happy hour.

We encourage the FM community to visit our Partner Expo! Simply click on a partner to learn more about their products and services, watch a video, and understand how they can help you solve your FM challenges. Not a Partner? No problem! Because this is such a unique opportunity, we are offering the option to purchase virtual exhibits to organizations who support the facility management profession, but are not chapter Partners, at a reduced rate of $500. Click here for more information.

**Chapter Workplace Schedule of Events:**

- **October 20 | 8:00 - 9:15am:** FM Roundtable – Preparing for Return to Office
- **October 21 | 12:00 - 1:15pm:** Re-Imagining the Work Experience
- **October 22 | 12:00 - 1:15pm:** Preparing for a Renovation or Relocation in a Post-COVID Environment
- **October 22 | 4:00 - 5:00pm:** Lip Sync Contest & Happy Hour

The cost for the full event is FREE for Members and Partners; and $50 for Non-Members.

**New Member Orientation**

- **October 21 | 4:00 – 5:00pm**

Join the Capital Chapter for a New Member Orientation on October 21st at 4:00pm. Participants will learn more about the chapter and will discover the benefits of membership. CCIFMA Orientations are tailored to the career FM and the organizations that service the FM community. Learn how becoming involved in a local chapter will have a positive impact on your career.

**Register Today!**
FM Roundtable: Return to Office Technology

On September 22nd FMs and Partners gathered online to discuss technology and products that can help with an effective return to office. The presentation began with Eric Middleton who discussed 1Rivet’s application, My Healthy Work, which monitors the health of employees and covered the challenges of using this type of technology. Will employees use an app that allows their employers to know their location? What about medical privacy? How do you handle contract tracing? Something to remember with this type of technology is that the product is only as good as the data that gets entered. If employees are less than truthful about their health (potentially out of fear of not being able to work or losing their job), the app won’t work. Next up, Nick Lane talked about how to create safe and healthy environments when we return to the office, with a focus on managing energy performance and finding the balance between health and energy requirements. How do FMs embrace new health guidelines in the most energy-efficient manner? As an example, the requirement for more outdoor air without overtaxing cooling plants. And we wrapped up with Mike Petrusky who covered technology that helps workplaces create socially distanced spaces. He shared that of the 70% of people who want to return to the workplace, 55% want physical distancing and stricter protocols around cleaning and space sharing. iOffice has an application called Space Right that helps existing clients reconfigure their spaces to take into consideration social distancing, space reservations, and desk sharing.

After the presentations, all attendees broke into smaller rooms to discuss the main topics while networking with fellow colleagues. The Capital Chapter encourages all professional members and Partners to attend these roundtables—it’s a great opportunity for learning and spending some time with your CCIFMA family.

Guest Speakers: Eric Middleton (1Rivet); Nick Lane (Siemens); Mike Petrusky (iOffice)
How did you find your path into facilities management?

My father is a Facility Manager for Washington Gas and my husband has his CFM as well. I have been surrounded by good influences. When I started working at the front desk of AECOM's DC Headquarters, I knew the direction I wanted to go. I was fortunate to have strong mentors and leaders who helped me grow. Vicki Walker (AECOM), Melanie Mayo-Rodgers (USGBC), and Yvonne Vargas-Santos (2U, Inc.), along with my family, each have been incredibly impactful on my growth in our field.

When did you get your FMP or CFM?

I earned my FMP in October of 2017. I then went on to The Catholic University of America's Masters of Facilities Management, graduating in May of 2020. I earned my CFM in June of 2020.

What do you enjoy most about the FM industry? And/or what do you find most challenging?

I love how diverse the work is. I can be researching ASHRAE standards one day and balancing a budget the next. Building sciences, finance, marketing, communications, data analysis, HR, and so much more. I get to be a translator between so many different facets of industry!

The biggest challenge is always resources. There is always more I want to do, but do I have the staff, money, or time to get it all done? I find the crux of many decisions comes down to knowing my audience in how I lay out a business case. Being right is not the same as being effective.

What are your ultimate career goals?

I want to be an effective leader in the FM world. I love growing myself and my team up. My goal is to inspire future leaders and run continuously improving departments for my clients.

What do you enjoy most about being an IFMA member?

The network of people. I can call on my colleagues for help at the drop of a hat. IFMA is all about being an active participant, so step up and get yourself out there!

Continued on page 9
What advice would you give to someone new to the field?

This is a vast field. Be willing to challenge yourself and step out of your comfort zone in the work you are willing to take on. Also, join IFMA.

Where do you see the industry going in the next few years?

Our systems are getting smarter every day. I see more automation coming our way. We will see technologies become more affordable and easier to use. New tech is being developed every day. The implications in the FM world have yet to be realized. Get excited!

What do you like to do in your spare time (hobbies, interests, etc.)?

I love hiking, cooking, boating, traveling, and visiting with friends.

Where is your favorite place that you have traveled?

Bucharest, Romania – The city was so warm and welcoming, and the food was the best I have ever had.

Get Linked into the Pulse of the Capital Chapter!

LinkedIn

This is your invitation to get more involved with the Capital Chapter of IFMA through our LinkedIn Group! LinkedIn is a great tool to connect with those in the FM industry; stay informed on current events and industry news; and share your knowledge. Visit www.linkedin.com to create an account, then search for the group IFMA-Capital Chapter and follow the prompt to request to join. *Note:* This group is only open to Capital Chapter members. If you’re not a member, navigate to the chapter website and click the JOIN link at the top of the screen. We'll see you online!
Get the Most from Your Membership with CFM, FMP and SFP Designations

A key benefit of IFMA membership is maintaining professional growth through the facility management professional program which offers three designations: Certified Facility Manager (CFM), Facility Management Professional (FMP) and the Sustainability Facility Professional (SFP).

The CFM credential sets the industry standard for continuing the knowledge and abilities of practicing facility managers.

The following individual recently earned CFM credentials:

Brian Blunt, Facility Manager, CFM;
Kurt Klein, Building Engineer, CFM;
Ehsan Setork, Facilities Operations Manager, CFM

You can also earn the Facility Management Professional (FMP) designation, a knowledge-based credential demonstrating a proven comprehension of the basics of facility management. The FMP designation can be completed in approximately 12 months, and FMP candidates may customize their training to build the specific knowledge they need to meet individual goals.

IFMA’s SFP is an assessment-based certificate program delivering a specialty credential in sustainability. By earning your SFP credential, you will develop and gain recognition for your expertise in sustainable FM practices while impacting your organization’s economic, environmental and social bottom lines.

Upcoming GMU Courses

With the fall months and holiday season approaching, we are hoping everyone is staying safe and healthy! We will continue to run our live-online format for our Fall and Spring '21 schedule during COVID and are working with our instructors to finalize that Spring schedule. A huge thank you to our amazing instructors for helping us with the fall schedule!

Below is a list of upcoming courses for our fall live online cycle, which can be found here, along with details for our Emergency Preparedness for Facility Managers course.

**FMP Finance and Business**
(Instructor John Edwards, P.E., CFM, FMP)
- Saturday, Nov. 7, 2020 @ 8:30AM to 10:00AM
- Saturday, Nov. 7, 2020 @ 1:00PM to 2:30PM
- Friday, Nov. 13, 2020 @ 8:30AM to 10:00AM
- Saturday, Nov. 14, 2020 @ 8:30AM to 10:00AM
- Friday, Nov. 20, 2020 @ 8:30AM to 10:00AM
- Saturday, Nov. 21, 2020 @ 8:30AM to 10:00AM

Register Here

**FMP Leadership and Strategy Essentials**
(Instructor Rich Fanelli, AIA, CFM, IFMA Fellow)
- Friday, Dec. 4, 2020 @ 8:30AM to 9:30AM
- Saturday, Dec. 5, 2020 @ 10:00AM to 11:30AM
- Friday, Dec. 11, 2020 @ 8:30AM to 9:30AM
- Saturday Dec. 12, 2020 @ 10:00AM to 11:30AM
- Friday, Dec. 18, 2020 @ 8:30AM to 10:00AM
- Saturday, Dec. 19, 2020 @ 10:00AM to 11:30AM

Register Here

**Emergency Preparedness for Facility Managers**

All class times 2:00PM to 5:30PM
- Tuesday, Dec. 1, 2020
- Thursday, Dec. 3, 2020
- Tuesday, Dec. 8, 2020
- Thursday, Dec. 10, 2020
- Tuesday, Dec. 15, 2020
- Thursday, Dec. 17, 2020

Register Here

As is always the case here at Mason’s CPE, if you have 10 or more folks wanting to take a class, or need something customized to fit your business need we can accommodate and come on-site (currently live-online) at your facility to teach. This is a very cost-effective way to train multiple employees at the convenience of your own facility and is an option that is always available!

For more information contact:
Frank Vollmer,
fvollme2@gmu.edu,
(703) 993-4838
IFMA Foundation Launches FM Career Ambassador Kit and Speaker’s Program

The best way for anyone to learn about the field of Facility Management (FM) is to hear about it from someone in the profession. That’s why the FM Career Ambassador Kit and Speaker’s Program were developed in partnership with Sodexo and ImageMedia.

“Students, teachers, and career counselors need a better understanding of the wide variety of career opportunities there are in FM,” said Angela Johnson, Vice President of FM Service Development at Sodexo and an IFMA Foundation Trustee. “They also want to know about the specialized training and skills needed for these careers. The FM Career Ambassador Speaker’s Kit makes it easy for facility management professionals to present the value of a FM career to different groups including grade school students, college students, community organizations and the general public.”

FM Career Ambassadors are Facility Management professionals willing to make classroom or career fair presentations (due to COVID 19 - these will be virtual) to schools and community organizations about the field, potential careers, and the variety of pathways and opportunities in this lucrative and exciting profession.

“The IFMA Foundation is emphasizing real-world FM careers to prepare students to fill the looming talent gap. Employers looking to hire professionals in FM are reporting a shortage of qualified applicants,” said Joe Archie, IFMA Foundation Chair.

“We can provide schools and career centers with business professionals who are role models from diverse work experiences for their students to learn about the FM profession and educational opportunities to a career path that can make a positive impact on society. We are grateful for the support of Sodex and Image Media in co-creating and implementing this FM Career Ambassador Kit.”

If you would like to be more involved by volunteering to be an FM Career Ambassador, please go to this link and fill out the speaker form.

If you would like to have an FM Career Ambassador come to your classroom or event via a video, please contact Diane Levine at diane.levine@ifma.org. To learn more about the FM Career Ambassador Kit click here.
Building Systems During COVID

Continued from page 3

already existing processes is going to be crucial as people return to the workplace.

Cleaning is another challenge facing the FM as buildings reopen. Obviously, basic cleaning and an increase in basic cleaning is a given. Since the beginning of COVID, manufacturers have been touting UV and other technologies as the solution to getting rid of Coronavirus germs. UV technologies do provide some benefit of sterilization, but the drawback to UV is that most technologies require prolonged exposure to a surface, so they aren't effective in the airstream. Ionization, on the other hand, does do quite well with airstreams and can be used for sanitization; however, there have been issues historically with ionization and the creation of ozone, but the newer ionization technology doesn't produce as much ozone as older technologies did. It is possible to use both of these technologies—UV for spot sanitization or sanitization of objects like coils or filters, and ionization for airstreams and other objects that are moving.

Ultimately, Zito feels that FMs will be tracking a lot of the same measurements they’ve tracked in the past, and there will be some new measurements that we’ve never tracked before—things like occupancy, inflow/outflow of the building from an occupant perspective. We’ll be tracking space utilization more than we have been so we can understand better where people are going and how they’re using the spaces they’re occupying. There are technologies out there now that track all of these things, although they’re still in their infancy; COVID is going to push a lot of those technologies to improve rapidly because there will be an increased demand for them. He also believes we will continue to track the traditional mechanical measurements like filter changes, damper checks, making sure coils aren’t plugged, but FMs will now also be measuring data like airflow, humidity, temperature, air changes and pressurization.

Continued on page 13
Building Systems During COVID
Continued from page 12

As to the long-term outlook for facilities, Zito says that he sees someone, most likely a regulatory body, creating a "Health Index" for a building and selling that as a quantifiable, definable set of KPIs that can measure IAQ performance, and that can be reported at the executive level. "I believe that will be driven by regulation—I see a company facilitating the collection and reporting of the data, but I believe that the KPIs will be set by a regulatory body." There are certainly many challenges for the FM to consider, the greatest of which is that none of us have ever done this before, and what the future of the facility looks like is still largely unknown.

About Phil Zito, CEO, Smart Buildings Academy:

Phil is the CEO of Smart Buildings Academy, the fastest growing provider of Smart Buildings Training in the world. Smart Buildings Academy provides turnkey talent management solutions that help employers to manage the talent and development process for their technical, sales, and management staff. Phil has been published in the ASHRAE Journal, is the author of Building Automation Systems A to Z, the voice behind 200+ episodes of the Smart Buildings Academy Podcast, and the creator of 15 online training courses.
Capital Chapter’s Career Center

Looking for a Job? Looking for a great candidate to fill a vacancy? Visit the Capital Chapter’s Career Center and access jobs and candidates in the metro-DC area. The most recent job postings are listed below:

**Title:** Facilities / Engineering Operations Manager 2  
**Company:** Sodexo  
**Location:** Washington, DC  
**Posted:** September 11, 2020

Sodexo is seeking a Facilities / Engineering Operations Manager 2 for a new account in Washington, DC. The candidate will be responsible for Facilities Management regarding the proper installation, operation and maintenance of uninterrupted light, heat, power, and water and monitoring systems for all health system buildings and services. He/she will have budget, staffing, short- and long-range planning, and program development responsibilities for the Facilities department in addition to construction renovation operations, facility planning, maintenance, repair programs and energy management.

**Title:** Operations Manager  
**Company:** ASRC Federal  
**Location:** Lees Summit, MO, Harrisonburg, VA  
**Posted:** September 3, 2020

ASRC Federal is seeking an Operations Manager for an onsite role in Lees Summit, MO and Harrisonburg, VA. The mission of the NRC, NRCES1, and FSF is to provide customers with timely access to complete and accurate information from the agency’s records and or subsidiary data systems. The objective of the contract is to provide comprehensive records management services in a manner that ensures efficient, effective, and accountable records responsibility and excellent customer service. Must be able to travel between locations to attend in-person meetings with Government personnel within two hours of notification.

**Title:** Operations Manager  
**Company:** CBRE  
**Location:** McLean, VA  
**Posted:** September 3, 2020

The candidate is responsible for managing day-to-day Office and Client Services (producer support) activities for defined business lines in the local office and/or multiple offices. Will partner closely with Business Operations (P&L), Human Resources, Digital & Technology, Research, Marketing, and Facilities. In partnership with local senior management, implements strategic vision. Assures implementation of national operational strategies and coordinates efforts to integrate company services for clients, both internally and externally. Bachelor’s degree (BA/BS) required. Minimum of 6 years of related experience including 4 years of management experience; or equivalent combination of education and experience.

Welcome New Members

<table>
<thead>
<tr>
<th>Melanie Blancke</th>
<th>Prince William County Schools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lucky Sibusiso</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Bukaza</td>
<td></td>
</tr>
<tr>
<td>Kailee Dahan</td>
<td>DLT Solutions</td>
</tr>
<tr>
<td>Michael Eady</td>
<td></td>
</tr>
<tr>
<td>Dion Golatt</td>
<td>Pearson, Inc.</td>
</tr>
<tr>
<td>Brian Huber</td>
<td>Boeing</td>
</tr>
<tr>
<td>Patricia Jimenez</td>
<td>Fed Choice Credit Union</td>
</tr>
<tr>
<td>Takalani Kutame</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Alan Lee</td>
<td>The Blue Book Network</td>
</tr>
<tr>
<td>Keith Madyun</td>
<td>Gannett Co Inc</td>
</tr>
<tr>
<td>Nelisa Magwa</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Lungile Mashiane</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Shelly Masone</td>
<td>The Blue Book Network</td>
</tr>
<tr>
<td>John Matthews</td>
<td>The Blue Book Network</td>
</tr>
<tr>
<td>Gary McKee</td>
<td>Vertiv</td>
</tr>
<tr>
<td>Lucinda Memani</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Neo Mosebo</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Mammang James</td>
<td>University of Witwatersrand</td>
</tr>
<tr>
<td>Nkadimeng</td>
<td></td>
</tr>
<tr>
<td>Pam Privitera</td>
<td>JK Moving Services</td>
</tr>
<tr>
<td>Jon Robbins</td>
<td>CBRE</td>
</tr>
<tr>
<td>Kristin Robinson</td>
<td>CNSI</td>
</tr>
<tr>
<td>Ryan Schroeder</td>
<td>Areté</td>
</tr>
<tr>
<td>Gary Starr</td>
<td>Peris Construction</td>
</tr>
</tbody>
</table>
We encourage the FM community to visit our Partner Expo now open through December 31, 2020! Simply click on a partner to learn more about their products and services, watch a video, and understand how they can help you solve your FM challenges.

Special Thanks to Our Capital Chapter Partners

**PLATINUM**

JK Moving

**GOLD**

dancker  FM Studios  Siemens  Spacesaver Interiors

**SILVER**

Able Moving and Storage  
BRAVO! Facility Services  
CORT  
Eighth Day Design  
Haworth/PriceModern  
iOffice  
Kimball  
Miller’s Supplies at Work  
MG Office Movers  
NOS, Inc.  
Office Liquidation Solutions  
Office Movers Express (OMX)  
Tarkett  
The Blue Book Network

**BRONZE**

1Rivet  
collectivearchitecture  
Eagle Mat & Flooring Products  
Facility Engineering Associates, P.C.  
IMC Water Coolers  
Meridian  
milliCare by EBC Carpet Services  
Peris Construction  
Pacific Program Management  
Rentacrate  
Steelcase
Capital Chapter Upcoming Events...

Oct. 1 – Dec. 31: **Virtual Partner Expo**

Oct. 20 – 22: **Capital Chapter Workplace**

Join us for these sessions

- October 20 | 8:00 - 9:15am: FM Roundtable – preparing for Return to Office
- October 21 | 12:00 - 1:15pm: How to Build a High Performance Hybrid Workplace
- October 22 | 12:00 - 1:15pm: Preparing for a Renovation or Relocation in a Post-COVID Environment
- October 22 | 4:00 - 5:00pm: Lip Sync Contest & Happy Hour

Oct. 21: **New Member Orientation**

Nov. 4: **FM Roundtable**

Nov. 17: **FM Roundtable**

Dec. 3: **Holiday Party & Silent Auction**

Dec. 9 - 11: **IFMA’s World Workplace – Virtual Event**

For more information, or to register, visit the Capital Chapter website or call 703-691-IFMA.