THE PRESIDENT’S MESSAGE...

“Chapter news update”: Last newsletter I stated the need for volunteers to participate in our annual charity “Rebuilding Together Richmond”. I announced at our last meeting and in the recent Chapter email from Barbe the extent of the work needed is far beyond our normal volunteer efforts. This house is in definite need of professional residential repairs. We are looking for all available contractors across the trades to help us achieve our mission. Please refer to the Chapter email from Barbe for all the details and contact information regarding volunteering.

Also I’d like to announce that our educational Chapter meetings such as last month “IFMA’s knowledge management/resources” and our May meeting where we will host Dr. Dean Kashiwagi with the topic of “The future of Facility Management” can earn our members with IFMA’s CFM maintenance points. By attending such a program you can earn a CFM (1) maintenance point per hour toward your goal for recertification. The program in May is scheduled for 2 hours which would equal (2) maintenance points our CFM’s can earn. Please take notice on future meeting announcements where it will indicate “Earn your maintenance points” by attending the program.

“IFMA National (HQ) news update”: IFMA’s Knowledge Library highlights trending FM content. The Knowledge Library has added a new benefit! In case you missed it, at our last meeting the Knowledge Library now publishes content based around trending FM topics. February’s featured theme, government relations, was offered in concurrence with the Society of American

Visit our Local Chapter Web Site
www.ifmarichmond.org
AROUND THE CHAPTER
by Bud Vye, Retired CFM

Saddened to read of Art McKinney’s passing on 2/25 at the age of 72, after a long battle with lymphoma. Founder of McKinney & Co. in ’79, and Chairman of the Engineering firm until last year, Art was a great guy, seemingly known to everyone in and around Ashland, who will be missed. Chapter old timers may remember that he spoke at our May meeting in ’01 on the topic of “Construction Management Considerations” at the newly opened SunTrust Riverview building.

Just noted that the 64,000 sq. ft. on the top two floors of the 310,000 sq. ft. WestRock building are listed as “Available” at $28.50 per sq. ft. When we met there in August of 2010, the building housed 850 MeadWestVaco employees. Now, after the merger with WestRock, the building population is around 600. Typically, the company spokesman insists that they are NOT downsizing, but merely using their space more efficiently, plus several of their units have been transferred to Atlanta. Whatever the case, this space is adding to the downtown office space already available at Riverfront Plaza and James Center which should make for some attractive pricing for anyone looking to move downtown.

Not so vague about it, Owens & Minor IS downsizing “in an effort to streamline operations and position the company for sustained profitable growth”, although most of the headcount reduction is taking place outside of the Richmond area with salaried employees being offered “enhanced separation benefits”. I love these euphemistic sayings they keep coming up with to soften the sound of the staff cuts that seem to continue constantly.

Similar verbiage, although not involving any layoffs, is used in connection with the Reynolds Crossing building, where we met in January of ’09. This time, its the building’s co-owners, Lingerfelt and James River Group, who note as they consider selling their ownership in the fully leased, 200,000 sq. ft. building that “We are taking the opportunity to evaluate the potential for one or more of our partners to possibly exit their investment at this time.” As Jackie Vernon used to say, “Could you be a little more vague?”

Not sure what is driving all of this exiting of investments (the parties must either be seeing a more attractive place to use their funds or be needing the funds elsewhere) but the 142,000 sq. ft. building housing direct marketing firm Colortree Group on Villa Park Drive just changed owners for $11 million. New owners seemed pleased with the deal as they are acquiring a “strong tenant with a lengthy lease.”

German grocery invasion of the area continues, with both Aldi and Lidl (four in Chesterfield county) continuing to announce new locations (several quite near one another), while Wegman’s and Publix also are

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joining the fray. Meanwhile the previously announced merger of the parents of Martin's & Food Lion is approved by the shareholders of both companies leaving their staff to wonder which locations of those two chains might be closing.

Whole Foods, who the financial press keeps saying is having a difficult time of it (although I don’t notice it when I shop there) announces a deal to install rooftop solar panels on up to 100 stores nationwide. Its one of those deals where Solar City installs the panels with Whole Foods then buying the power from them at a reduced rate from what they would be paying their utility. Not sure how that type of deal works with the regulations we have in this state.

And Chinese conglomerate Wanda, who bought movie theater chain AMC back in 2012, is now acquiring Carmike Cinemas, which will make it the largest theater chain in the world. Wonder if that is going to result in an increase in refreshment prices, which is where I take the biggest hit when I take my grandsons to the movies?

Tainted food problems at their locations in other regions has Chipotle taking some major damage control measures, like sending out coupons for free meals, in an effort to minimize the results from the bad publicity and get some customers back in their locations. This is a life or death matter for a restaurant chain, and Chipotle is obviously treating it as such.

You probably noticed that the three Cosby siblings have arranged to leave their home and 79 acre property out near Rockville to Lewis Ginter Botanical Garden after they are gone. Lewis Ginter Director is not sure exactly how the property (said to be beautifully landscaped already) will be used, but they have some time to work those details out, although the siblings are 97, 91, & 89, although still going strong.

With all the Craft Breweries cropping up in the state, it was just a matter of time before Virginia Tech added a Fermentation option to their Agriculture major. Now they have a brewhouse and are beginning to brew their own product, altho how to distribute it is a detail they are still in the process of working out with the ABC Board. A number of the craft breweries across the state have already sent some of their staff up there to take courses, which have proven quite popular as electives for students already on campus.

Center of the Universe (where we met in November of '13) orders three additional tanks to raise their annual capacity from 5,000 to 7,000 barrels, and has ordered their own canning line as they are in the process of expanding their distribution into Northern Virginia. If you've not visited them in nice weather, when the outdoor beer garden is in use, you should do so as it is very pleasant out there.

And I've checked another of the breweries off my list, as I dropped by Strangeways one evening to check them out. Still have a few I've haven't tried yet, but the list is getting shorter.

Amazon appears to be making a serious commitment to expanding its logistics network as it announces plans to lease 20 Boeing 767 freighter planes, stating that UPS and FedEx have sometimes run into delivery delays during the Holiday season. Looks like they are now going to be a competitor, rather than a customer, of those two firms. Haven't seen any further news on the testing of drones for deliveries to the customers homes, but they continue to work in that direction, not making any profits yet, but seeming able to continue funding their business model expansion at a break neck pace.
Business Continuity
By Michael Walton, CBCP

Business Continuity
An ongoing process to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies, recovery plans, and continuity of services. (NFPA 1600)

Business Continuity has grown in popularity as businesses understand the benefit of protecting their future. Business Continuity is simply planning how your company will survive when the worst happens. Developing emergency plans requires a team, full understanding of your business, planning for improvements, educating your employees, and testing. It is time consuming. However the alternative is: 70% of businesses involved in a major fire either do not reopen or subsequently fail within 3 years and 1 out of 2 businesses never return to the marketplace following a major disaster (Chubb.com Oct 3, 2008)

Disaster Recovery is often confused with Business Continuity when in fact, Disaster Recovery is part of a Business Continuity Plan. Disaster Recovery plans are based around your data network and recovering data. Recent disasters have affected many unprepared businesses. It is dangerous to maintain the, “it won’t happen”, attitude. Natural disasters can happen anytime, even if your business is not directly affected your daily operations can be affected by power outages, limited internet access, inability to ship or receive, employees who cannot get to your facility, etc.

Being a tenant in a multi-tenant facility also has its risks. Your business is vulnerable to the work practices of other businesses. If a careless employee breaks a sprinkler head on a floor above you, how long will the water run? If another tenant has a major fire, what will happen to your business?

If you cannot access your business, can you continue to work? Do you know which part of your data network needs to be online first? It is not realistic to expect to have everything back up and running quickly. How will you take orders, run payroll, process accounts payables, etc. Once your systems are running will you be using data saved at the time of the outage or the data from your last back-up hours earlier?

Getting started begins with commitment. The Senior Management Team has to commit and support the development and implementation of the business continuity plans. Having an executive level sponsor will support, endorse, and help your efforts. Financial commitment is important for building redundancy in your data network, replacing computers with laptops, real time back-up systems, employee training, and testing the plans with exercises.

Business continuity planning provides guidance for ensuring the ability of your personnel to respond, resume, and restore to a pre-determined level of operation following a disruption. Keeping in mind that business continuity planning costs are most often related to personnel resource (or a consulting resource) rather than an infrastructure investment, the return on investment can be positive. If you consider the potential financial impact of damage to your reputation, the return on investment in business continuity planning is almost immediate. Just ask Chipotle what a damaged reputation can do to your business. Business continuity planning makes financial sense and should be incorporated in to every business, regardless of size or operation.

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A respectable turnout of 40 found their way to the Dominion Innsbrook building on the 8th, cleared Security, and came downstairs to the Auditorium. Just inside the door, a nice spread of hors d'oeuvres along the wall on the left, with the beverage table on the right, both provided by Sodexho, who handles the food service for the building. The Social Hour gave everyone an opportunity to greet and talk to our guest speaker, who hasn't been down here (from Northern VA) with us since the breakfast session he presented at Creative several years ago.

In due time, President Harvey got everyone to move up to the front of the room and take seats, where he recognized the guests, first time attendees, and sponsors, this evening's being Facility Engineering Associates (FEA) headquartered in Fairfax, whose President & CEO, Jim Whittaker, a P.E. and CFM and the Immediate Past Chair of IFMA was our speaker for the evening.

After the recognitions, Harvey called on Programs Chair Karen Frebert, who announced our April meeting at VCU's Siegel Center, featuring a tour of the new Basketball Development Center next door. May will take us to Luck Stone for another excellent speaker in the person of Dr. Dean Kashiwagi, all the way from Arizona State University, and June will wrap up our Program year at the Diamond with our Spring Social, installation of Officers for the next year topped off by a Squirrels – Binghamton baseball game. Among these announcements, Harvey reported that we had been assigned a house for our Rebuilding Together project on the last Saturday of April that was in such rough condition that it was beyond our team's capability to handle it as a one day effort. Rather than turn our back on it, and decline the assignment, we are planning to devote our contribution to some of the major repairs needed, and noted that he would be calling upon the Associate Members of the Chapter to see if some would be able to help beyond the normal scope of a one day effort.

Preliminaries concluded, Jim Whittaker was introduced and launched into his presentation on what is going on at IFMA these days, with his opening slide providing the outline ------

- Member Value Enhancement
- AMS / CMS Infrastructure
- Building Communities
- Knowledge Strategy
- Essentials of FM / FBPTA
- Standards Development
- Global Organization Strategy
- Government Affairs (US and EU)
- Research/Standards Integration
- Fellows Engagement

Under Member Value Enhancement, I raised a question to the effect that involvement in the various Councils did not seem to be as prevalent currently, as I recall that it had been a number of years ago

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MEMBERSHIP CORNER
Cameron Bridges and Scott Reed, Membership Committee Chairs

Welcome to our newest members!

Tommy Hoopsick
Ductz of Richmond/Southside
tommy.hoopsick@ductz.com

Randell Murphy
eCMM Services
rcmurphy1@verizon.net

Chris Worley
ThyssenKrupp Elevator
chris.worley@thyssenkrupp.com

Cameron Bridges
bridgesca@cox.net

Scott Reed
sreed@prologuesystems.com

Travis Koegler
H. H. Hunt
travis.koegler@gmail.com

Tripp Vint
VACU
tripp.vint@vacu.org

On behalf of the Chapter Board, “Thank You” to the following for renewing/rejoining this month*

Josh Andelin
College of William and Mary
josh.andelin@gmail.com

Richard Hulcher
Hodgman’s Inc.
dhulcher@hodgmansinc.com

Tom Wood
ServiceMaster Services, Inc.
twood@svmservices.net

Todd Branch
Street & Branch
todd@streetandbranch.com

Catherine Lee
CATEC
cleegroup1@gmail.com

Joe Wysowski
UNOS
joe.wysowski@unos.com

Glenn Custis, PE
Draper Aden Associates
gcustis@daa.com

Darlene Martin
Altria Client Services
darlene.w.martin@altria.com

Shawn Howell, CFM
Altria Client Services
shawn.w.howell@altria.com

Charles McIntyre
Gloucester County Government
cmcntyre@gloucesterva.info

* New and renewing members listed since previous publication. Current as of the time of writing.

Bring a Prospective Member to a Meeting

Please be advised that the Board has an established policy for anyone who would like to bring a prospective member to a meeting. If you let the Membership Committee place the RSVP for the prospective member, there will not be a guest fee charged for that attendee.

Again, the RSVP must be placed by the Membership Chair,
Cameron Bridges bridgesca@cox.net or Scott Reed sreed@prologuesystems.com

Guests are always welcome but member prospects will help us grow.
Another ground breaking firm keeps advancing as Tesla moves to set up a dealership in this area, but is at least temporarily stalled by our State laws which prohibit auto manufacturers from owning dealerships. The lawyers are now working with that issue.

Sharing businesses also keep advancing as Airbnb makes some progress at the Legislative session as a number of out of town legislators stay in private homes rather than motels, hotels or Bed and Breakfasts while the Hospitality Assn. cries foul until they can figure out some way for the private homes to collect and pay similar taxes.

And competition crops up in the Car Sharing arena, as Juno enters the field, offering their drivers a better arrangement than Uber or Lyft, who have made some cutbacks to their drivers’ deals, causing some unhappiness among them. I’m still seeing plenty of cabs on the road, so there must be enough business to go around, at least so far.

Randolph-Macon celebrates the completion of their Capital Campaign, which started with an initial goal of $100 million and ended with $25 million more than that. We saw some of the results of the campaign when we toured the Brock Center and the Birdsong Residence Hall back in August of ’14.

And a new name to get used to (as I still find myself calling Altria, The Mosque) as the new signage goes up on the Carpenter Center, renaming it the “Dominion Arts Center”, in recognition of their $5.5 million commitment from the Dominion Foundation to support the operation, maintenance, and physical improvements of the complex.

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(Continued from page 3)

President-Kathy Taylor
Vice President—Jeff Sechrest, SFP
Secretary-Steve Pancham
Treasurer-Justin White

Voting will take place at our May meeting
when we had Chapter members who were very active in the Utilities, Research & Development, Health Care, & Retail Councils. He replied that the Councils still were very active, although perhaps not as heavily publicized as I recall them being.

He then spent a significant amount of time on the new Knowledge Library that is currently being developed. It’s a digital content library that houses hundreds of FM resources and provides users with more access to FM content than ever before. Much of it is free content for IFMA members, as well as some options that require a subscription at an additional charge. By category or topic, articles, papers, case studies, and other publications are constantly being added to the Library as a team of volunteer Content Reviewers and Organizers (Jim is one of them) reviews, categorizes and determines if material is worth adding to the collection.

Check it out at this hyperlink http://community.ifma.org/.

Then, in less detail, he mentioned the Standards Development efforts underway, as well as the additional involvement of the IFMA Fellows (some of the top experts in our field, one of whom – Dean Kashiwagi – will be here to speak at our May meeting). An excellent update on current initiatives taking place at IFMA, followed by a number of questions and discussion. To get the full range of his presentation, Jim graciously shared his slides with us, which you will be able to view on our web site, www.ifmarichmond.org, in the very near future.

Thanks to Jim for making the trip down I-95 to be with us and give us an excellent presentation; to FEA for sponsoring the meeting; to Dominion for hosting it; and to Professional Development Chair Maureen Roskoski for arranging to get her boss down here to be with us, which was a real treat.
Military Engineers (SAME) – IFMA Facilities Management Workshop. Visit the Knowledge Library for fresh content on change management and innovations in technology. Also, watch for articles on these topics in the upcoming March/April Tech Trends issue of IFMA’s FMJ magazine.

**Calling all FM experts!**

IFMA’s Knowledge Strategy team is seeking new content contributors and volunteers for the online Knowledge Library. At this time, we are looking for benchmarking and research reports, how-to guides and case studies covering the following themes: Asset management, Budgeting, Communications and Emergency planning and business continuity

*If you are interested in becoming a Knowledge Library content contributor, or for more information, please email submit@ifma.org.*

**IFMA’s Virtual Career Fair**

Save the date for **The Virtual Career Fair** that will take place on June 9, 2016 1:00 PM to 4:00 PM Eastern Daylight Time (EDT). FM Job Seekers as well as employers should register and take advantage of this career networking opportunity.

**Upcoming events:**

- IFMA’s Facility Fusion US 2016  
  April 12-14, 2016  
  Indianapolis, Indiana, USA
- IFMA’s Facility Fusion Canada 2016  
  May 4-5, 2016  
  Montreal, Quebec, Canada
- IFMA’s World Workplace 2016 Conference & Expo  
  Oct. 5-7, 2016  
  San Diego, California, USA

In closing, please continue to be engaged with our local Chapter but also look at the national information for even more opportunities on ways to stay connected with the latest IFMA has to offer.

*“The best preparation for tomorrow is doing your best today”*

**H. Jackson Brown, Jr**
EXPECTATION FOR ALL EMPLOYEES: Personal commitment to the Brandywine Mission and Guiding Principles: demonstrated excellence, technical competence, high ethical standards, collaboration, innovation, respect for co-workers, commitment to superior internal and external customer care, personal accountability and ownership.

Assists in the management of commercial and/or industrial real estate properties by performing the following duties:

- Works with property manager; shares property management responsibilities on portfolio of properties.
- Interfaces as directed with owners, lenders, tenants, vendors and others involved in building issues.
- Assists in the preparation of property budgets; assists in the review of cash flows; manage accounts payable and receivables. Administers tenant billables as required.
- Administers and participates in tenant move-in process, including but not limited to, current contact lists, tenant manual, keys and access cards, acceptance letter, signage, and welcome gift.
- As directed, oversees contractors and vendors performing maintenance and construction work on buildings; administers all contract services; performs routine inspections of buildings and sites.
- Coordinates as directed the execution of various legal documents, including service agreements, easement agreements, estoppels and other items related to lease administration.
- May oversee maintenance of building and operational files.
- As requested, prepares monthly and/or quarterly operational and financial reports.

May oversee and supervise maintenance employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year College or University; or one to two years related experience and/or training; or equivalent combination of education and experience. Minimum 2 years commercial real estate property management preferred. Ability to use and learn computer software packages as required.

CERTIFICATES, LICENSES, REGISTRATIONS

Current, valid driver's license and personal automobile insurance required; upon hiring, employee may be required to work towards real estate license and RPA or CPM certification.

Link to Brandywine Job Posting:


THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY INDIVIDUALS ASSIGNED TO THIS POSITION. THEY ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES, AND SKILLS REQUIRED OF PERSONNEL SO CLASSIFIED.
PLAN AHEAD FOR OUR MAY IFMA MEETING

A VERY IMPORTANT MEETING WITH A NOTED INTERNATIONAL SPEAKER

Date: Tuesday, May 10, 2016
Location: Luck Stone – 515 Stone Mill Drive, Manakin Sabot, VA 23103
Time: 5:00 – 6:00 Social Hour and Chapter Announcements

6:00 – 8:00 Program with Q&A

BIOGRAPHY:
Dean T. Kashiwagi, PhD, PE, IFMA Fellow
Director, Professor, Professional Engineer
Arizona State University, School of Sustainable Engineering and the Built Environment, Performance Based Studies Research Group (PBSRG)

A thought leader in the facility management (FM) and construction industries for more than two decades, he’s a respected adviser and mentor within the association, the public sector, and academic circles. He is a past recipient of the International Facility Management Association (IFMA)’s Distinguished Educator award (2009). He is credited with establishing FM programs at six universities around the world. This includes receiving a Fulbright Scholar award to share state-of-the-art facility and project management research and practices with the people of Botswana, Africa. Dean’s groundbreaking FM Model of the Future graduate program into practice at ASU and was instrumental in the investment of $100 million in the institution for outsourcing food services. A powerful force in the Greater Phoenix Chapter of IFMA, as well as Arizona State University, he has championed programs to advance the FM profession, and continues to prepare the next generation of FMs.

TOPIC: THE NEXT GENERATION OF THE FACILITY MANAGER

Facility Managers have to do more with less, justify their position or be considered outsourced and dealing with the same problems over and over. Please join us for a special lecture on addressing these issues using a leadership approach and not a technical one. Meet the leading FM Best Value Expert and Researcher with over 20 years of tests/results. This session is thought provoking, energizing, and sure to have you leave amazed with going forward.

Learning Objectives:

To utilize expertise, performance metrics, and alignment

Why it’s important for the FM to be less technical (use leadership approach)

How to justify your position with the company (show value)

CFM Maintenance Points apply for this event.

Note minor time changes
This year Rebuilding Together assigned a house to IFMA that was more than what we would typically work on. The house has some major repairs that need to be taken care of to make this house safe for the Homeowner. The Board decided not to try to do the work on a house this year. However, we have an opportunity to help the homeowner out with some major repairs. The money that we donated at the end of the year will go directly towards getting some of these repairs done. We are asking for your help in getting referrals for residential contractors to get some of the work done by partnering with Rebuilding Together Richmond. The house is on Ruffin Road, which is off Commerce and Jeff Davis Corridor.

If you are interested in working with a group on Project Day (Saturday April 30), you can sign up on our website through “Sign Up Genius” or contact either Barbe at ifmarichva@gmail.com or (804) 651-6885 or Tim Hume at timh@hermitagecountryclub.com or (804) 708-8927 and they will coordinate with Rebuilding Together personnel.

The house needs the following:

- an electrical upgrade
- a new roof
- new side porch/roofing
- window replacement/repairs
- new exterior doors
- total bathroom renovation (new floor, toilet and tub)
- structural damage repair (floor is sagging)
- lead paint (house needs to be tested for lead paint and then painted)

If you know of any residential contractors that you could recommend, please pass their information on to Barbe at ifmarichva@gmail.com.

Here are the qualifications for qualified contractors: Be able to perform home repairs for low-income senior and/or disabled homeowners. Repairs may include, but are not limited to, roofing, flooring, plumbing, and electrical. This is a HUD funded project; Section 3 businesses and/or business that employ Section 3 residents are encouraged to respond. All contractors must be registered with the System for Awards Management (https://www.sam.gov) and must be in good standing to receive a contract.

The IFMA Board thanks you for your consideration to help out with this community project.
Richmond Chapter Monthly Meeting
Tour of VCU Basketball Development Center
April 12, 2016

At 62,700 square feet, and a cost of $25 million, this mixed-use building provides both the men’s and women’s programs with state-of-the-art facilities that will aid in recruiting and player/team development. Each team has their own locker rooms, practice court with viewing deck, and theater with about 25 seats to watch tapes from practice and upcoming opponents. There are also areas for academics, strength and conditioning, training, hydrotherapy, and a common area for meals. Additionally, there are offices and conference rooms for coaches and support staff who spend numerous hours a week getting the Rams teams ready. The Hall of Fame Lobby is a definite highlight of the facility. Please join us for an exciting tour of this new VCU facility. We will meet at the Tommy J. West Club in the Siegel Center for our social hour and then proceed with the tour from there. Barton Malow will have Oculus Rift goggles for anyone that wants to experience a virtual tour of the model.

Thank you to our 2016 Annual Sponsors

PLATINUM

GOLD

SILVER

BRONZE
April Meeting

VCU Siegel Center
Tommy J. West Club
1200 W. Broad Street
Tuesday, April 12, 2016
5:30 PM

www.ifmarichmond.org