



# IFMA News

a publication of the Richmond Chapter of the International Facility Management Association

September 2013 Issue

## THE PRESIDENT'S MESSAGE...

Celebrating Our 28th Year



“Timely and relevant sessions”, “Truly amazing”, “A wealth of information”, “Outstanding experience”, “Great variety of topics”, “Friendly and open atmosphere”, “Fresh ideas”, “Enlightening”, and.....”Definitely recommended”. What in the world am I talking about? **IFMA’s 2013 World Workplace (WWP) which will be held in Philadelphia from October 2-4.** Have you ever been to a WWP? Have you ever considered going? I have been to several in recent years, and I still not only enjoy going but get a lot from the experience.

From the opening session to the two days of classes, to the expo where vendors and suppliers show the latest products in the FM field, to the social events after hours and full time chance to network, WWP is a strong opportunity to learn more about Facility Management in a variety of ways.

The classes run all day on Thursday and Friday (Oct. 3 and 4) and cover a wide range of topics near and dear to an FM’s heart. In recent years green or sustainability topics have ruled so that you can learn about green cleaning, lighting efficiency, sustainability in manufacturing, storm water management to name just a few things covered. This year the category of classes encompasses: environmental stewardship & sustainability, emergency preparedness, quality, operations and maintenance, finance and business, project management, leadership and strategy, human factors, communication, workplace evolutionaries, technology, real estate & property management, and FM solutions. Wow, I get tired just thinking about all those classes! Seriously though, they bring in experts for all these subjects and I found the instructors to prefer interactive sessions, so you typically have lots of questions and answers throughout. You may select from a choice of 12 classes each hour and tailor the classes to issues you have in your workplace.....or simply an FM interest. It is very typical to exchange business cards or *Continued on page 7*

## MEETING

### September 2013 Meeting

**Date:** Tuesday, September 10, 2013  
**Time:** 5:30 pm  
**Place:** Open Plan Systems  
**Program:** Tour  
**Cost:** Members \$10 Guests \$25  
**RSVP:** By Thursday September 5, 2013  
\*\*\*\*\*

### Next Board Meeting:

**Date:** October 1, 2013  
**Time:** 4:30 p.m.  
**Place:** Markel Bldg. 4600 Cox Road  
\*\*\*\*\*

### Next Membership Meeting:

**Date:** October 8, 2013  
**Time:** 5:30 p.m.

## PLATINUM Sponsors



*Always within Reach, from the Blue Ridge to the Beach.*

*Please note our complete sponsor list is on page 11. We couldn't do it without them!*



*of Chesterfield of Tri-Cities, Plus of Newport News*



## 2012/13 OFFICERS

### **President**

Jim Mallon, CFM  
[Jim.Mallon@dom.com](mailto:Jim.Mallon@dom.com)  
771-3090

### **Vice President**

Connie Hom, CLP  
[connie@buckinghamgreenery.com](mailto:connie@buckinghamgreenery.com)  
434-969-4711

### **Secretary**

Harvey Jones, FMP  
[harvey.g.jones@dom.com](mailto:harvey.g.jones@dom.com)  
273-3076

### **Treasurer**

Bernadette Coleman, CFM  
[bernadette.coleman@bdnreit.com](mailto:bernadette.coleman@bdnreit.com)  
521-1831

### **Immediate Past President**

Tom Wood  
[twood@svmservices.net](mailto:twood@svmservices.net)  
285-8882

## CHAPTER ADMINISTRATOR

Barbe Shaffer, CDT, SDA/C  
[ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)  
651-6885

## COMMITTEE CHAIRS

### **Membership**

Julie Mutchler  
[jmutcher804@yahoo.com](mailto:jmutcher804@yahoo.com)

### **Programs**

Karen Frebert  
[k.frebert@creative-va.com](mailto:k.frebert@creative-va.com)

### **Paxton Whitmore**

[pwhitmore@svmservices.net](mailto:pwhitmore@svmservices.net)

### **Sponsorship**

Elizabeth McKinney  
[emckinney@markelcorp.com](mailto:emckinney@markelcorp.com)

### **Public Relations**

Lloyd J. (Bud) Vye, R-CFM  
[bdvye@comcast.net](mailto:bdvye@comcast.net)

### **Website & Social Media**

Paxton Whitmore  
[pwhitmore@svmservices.net](mailto:pwhitmore@svmservices.net)

### **Newsletter**

Ranny Robertson, PE, R-CFM  
[rrjr41@gmail.com](mailto:rrjr41@gmail.com)

### **Professional Development**

Maureen Roskoski, SFP  
[maureen.roskoski@feapc.com](mailto:maureen.roskoski@feapc.com)

### **Hospitality**

Jane Waring, FMP  
[jwaring@markelcorp.com](mailto:jwaring@markelcorp.com)

### **Golf Tournament**

Tim Hume, CFM  
[timh@hermitagecountryclub.com](mailto:timh@hermitagecountryclub.com)



## **AROUND THE CHAPTER**

*by Bud Vye, Retired CFM*

Had to be at a Henrico Board of Supervisors meeting at 7, so couldn't stay for the presentation by James Mascaro, but I understand that a report of his presentation will be forthcoming. I was pleased to be able to visit with a couple of fellow members of our former Circuit City facilities team among the 44 in attendance at the Social Hour before I had to leave. Sherwood Cosby is now with LincolnHarris Corporate Services Group, assigned to the SunTrust team and Allen Hurt, with Colonial Webb, who also spends a lot of his time at SunTrust. Good to see that both are doing well, and I hope to get Sherwood to join the Chapter.

I'm pretty much of a regular at the Thursday evening Jazz in the Best Cafe concerts at the Art Museum and got a surprise on 8/1 as I noticed Karen Frebert among a table of women, including Joanne Norman, and it turned out they were all celebrating Joanne's birthday. During conversation, knowing that I go down to New Orleans annually for the Jazz Fest, Karen asked me if I had seen Melanie Aster. I replied that I had been unable to track her down during the last two years, and wonder if anyone in the Chapter has stayed in contact with her?

A little later, elsewhere in the room, I recognized Daly Carr Keaton, who I don't think I'd seen in at least a decade. She had moved some time ago down to the Wilmington, NC area to care for her aging parents. They have both now passed away, but she has stayed down there and she was up here visiting an old friend, who lives in walking distance of the Museum and brought her over. We had a good visit. I brought her up to date on what we are doing with the Chapter, and she wanted me to remember her to all of her old friends up here, particularly in the Design field.

The 17 days of Redskins Training Camp came and went, and everyone seemed pleased with the result. Average attendance was about 10,000 per day, with a big mob on Fan Appreciation Day. I had occasion to take my 12 year old grandson to the Science Museum to see the Monarch Butterflies movie in the IMAX theatre (which I highly recommend), and since we were already there, I suggested that we walk around back and see what the \$10 million Training Camp looked like. I thought the facility looked good, particularly for the short schedule it had been built on. Then I saw reported that while they were in Richmond the Redskins spent \$30 million upgrading their Ashburn facility, with a new kitchen and large, whirlpool like pool (as is used for race horses) mentioned as new features. What I read didn't sound anything like it would cost \$30 million, so maybe that was a typo.

We watched the drills for about 40 minutes (which I found about as exciting as watching paint dry) after which my grandson indicated he had had enough, and I didn't argue with him. Part of my lack of interest stems from not being a Redskin fan (but I wouldn't have been much more interested in watching the Eagles do the same drills). Having had experience with the business side of pro sports, I don't get excited about autographs, and wearing team shirts, but its obvious a certain element does, and they were much in evidence on the day we were there, and seemed to be having a good time. Now SMG and Dolly Vogt (remember when she showed us around CenterStage, when we met there?) will be operating the facility until the Redskins come back next July. It'll be interesting to see what uses are made of it.

It will have happened by the time you read this, but I'm stunned to read that the partners who are promoting the Run With The Bulls down at the Virginia Motorsports Park (the drag racing strip) outside of Petersburg claim to have spent more than a million developing the event, which they plan to take to ten different cities next year, after testing it here and in Atlanta. Participants will pay \$75 for the

*(Continued on page 6)*

## MEMBERSHIP CORNER

By Julie Mutchler, Membership Committee Chair

On behalf of the chapter board, "Thank You" to the following members for renewing this month.

**Bernadette B. Coleman, CFM, CPM**  
Senior Property Manager  
Brandywine Realty Trust  
1805 Vincennes Rd  
Richmond, VA 23229  
Email: bernadette.coleman@bdnreit.com

**Danny Workman, CEO**  
**Jefferson Hotel**  
101 W. Franklin St  
Richmond, VA 23220-5009  
Email: danny.workman@jeffersonhotel.com

*Editors Note: Currently IFMA Headquarters is revamping pages of their web site, therefore some of our data may be slightly inaccurate. Their web site is due back up the end of this month.*



# SAVE THE DATE!

## LOOKING FOR VOLUNTEERS

IFMA TO PARTNER WITH HANOVER HABITAT FOR HUMANITY

SATURDAY, NOVEMBER 2, 2013

Through our generous donation last year from the proceeds of the annual golf tournament, our Chapter will be able to partner with HHH by volunteering on Saturday, November 2 to work on one of their homes.

What will you build? Habitat for Humanity builds houses and so much more. A Habitat build site is where hanging a door opens a world of opportunity, where laying a foundation can transform a neighborhood, where installing a window offers a clearer vision of the future, and where renovating a home can renew a community. So, what will you build? Join us on Saturday, November 2 and see what a difference we can make.

More information will be forthcoming as we work with HHH on our plans for volunteer day working at the construction site. We are looking for 10-12 volunteers to work from 8:30 am to 3:30 pm. Homes are built with volunteer labor under the supervision of Garrett, construction supervisor. No previous skill or experience is required. HHH will provide all training and tools necessary.

If you are interested in volunteering or have any questions, please contact Barbe at [ifmarichva@gmail.com](mailto:ifmarichva@gmail.com) or 804-651-6885.





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## **20<sup>TH</sup> ANNUAL RICHMOND IFMA GOLF TOURNAMENT PRESENTED BY DOMINION SERVICE COMPANY**

**Monday, September 16, 2013**  
**Registration & Lunch at 10:30, 12:00 Shotgun Start**

**Hermitage Country Club**

**TOURNAMENT PROCEEDS TO BENEFIT:  
REBUILDING TOGETHER &  
HANOVER HABITAT FOR HUMANITY**

**SPONSORSHIP OPPORTUNITIES AVAILABLE**

**Hole 'N One Sponsor (4) (1 LEFT #7) SOLD**  
**Beverage Cart Sponsor (2 Carts Available) SOLD**  
**Beverage Tent Sponsor (1) SOLD**



**JOIN IN THE FUN & REGISTER EARLY!**

- ❖ **Registration begins at 10:30 a.m.**
- ❖ **Indoor Seated Lunch and Dinner with new Menus and Dessert Bar**
  - ❖ **Captain's Choice Format**
- ❖ **Prize Holes, Including Hole-In-One, Long Drive, Closest to the Pin**
  - ❖ **Mulligans \$5 each, new prize ideas will be initiated this year.**

## Our chapter is offering a CFM Exam Prep Workshop in November 2013



### IFMA's CFM Exam Prep Workshop

The CFM Exam covers the broad range of facility management duties. CFM Exam Prep Workshop focuses on tools that can lead to success on the exam, techniques to perceive situations, and the importance of maintaining the right perspective. This workshop is designed to assist facility professionals seeking certification with preparation for the competency-based examination. The instructors are Certified Facility Managers who have many years of facility management experience and can inspire participants' confidence in their ability to successfully complete the examination, earning the distinction and privilege of being a CFM.

**Workshop participants are expected to have the necessary knowledge of the competencies tested on the CFM Exam when attending this workshop.**

#### Learning Objectives:

- Learn how to use the tools that can lead to success on the CFM Exam.
- Understand the overall concept of the exam and focus on the methodology of the exam. Learn to apply critical thinking skills and discuss the rationales used.

#### Participants will:

- Review the overall methodology of the exam and practice applying FM knowledge in a competency-based exam.
- Practice applying critical thinking skills and discuss the rationales used in practice exam questions.
- Review exam-taking skills and strategies which lead to success on the CFM Exam. Learn from CFM instructors who have been trained to share their knowledge and valuable experience.

**Dates:** November 14<sup>th</sup> and 15<sup>th</sup>, 2013

**Cost:** Will be announced soon

**Location:** Richmond Area. Location TBD.

**More Information:** Contact Maureen Roskoski, Professional Development Chair, 703-591-4855 or email [maureen.roskoski@feapc.com](mailto:maureen.roskoski@feapc.com)



*See page 9 for SFP information*

*(Continued from page 2)*

privilege of running with the bulls; spectators \$10 for the privilege of watching. The bulls will not have sharp pointed horns like the bull fighting bulls of Pamplona, so the risk of getting impaled won't be there, but I think the runners might have a good chance of getting run over. Predictably, the Animal Rights folks have collected signatures on a petition opposing the activity, and plan to demonstrate. Anxious to see how this works out, and how long the injured list is.

Another new use for an existing venue, as Motorcycle racing is held at Colonial Downs, on their dirt track.

And a new venue being made ready, as Gratton Stephens has leased Mayo Island from Fred Shaia and is spending \$200,000 to get the Island ready to hold a Country Music Fest on October 19. Not that familiar with the Island, but not sure where everyone is going to park if they are to get the 5,000 to 7,000 attendance the promoter is expecting. Guess I'm too cautious to be a promoter, but I think I would have fully checked out the possibility of renting the amphitheater at RIR, which I've always thought was a nice set up, with lots of parking, but has been rarely used recently, before I went to all the trouble to get Mayo Island ready.

Also being made ready for the start of basketball season is the \$17 million down sizing (from 9,000 to about 7,000 seats) and renovation project at U of R's Robins Center. New seats and video boards are the main features of the upgrading of the 40 year old arena, and the downsizing will eliminate most of the empty seats, caused by the fact that, unlike at VCU, very few UR students attend the games. I'm looking forward to seeing what it looks like.

The boys at Hardywood Park, after being told by the City Finance Dept. when they were first permitted to sell beer by the glass on July 1 of last year that they would NOT have to collect the City Meals tax, now receive a bill for the first year of taxes that they haven't been collecting. In response to that nasty surprise, co-owner Eric McKay (who showed us around the brewery when we met there) stated that they would be happy to collect the tax going forward, but not for the past year since they had been told they didn't need to. We'll see how he makes out, but he should win that one.

It's taken a little longer than expected but Licking Hole Creek Craft Brewery is now up and brewing. Off of Rt. 6 west of Goochland Courthouse, Sean-Thomas Pumphrey is doing it a little differently, as he's growing hops, pumpkins, blueberries, and blackberries on his 200 acre farm for use in his brews. His first batch (like the brewery, named for a nearby creek) is called Magic Beaver Belgian Style Pale Ale. Its a little out of the way for me, but anyone out that way should stop in, have a taste, and give me a report.

Site preparation going full blast as the 80 acre Libbie Mill project gets underway between Staples Mill, Libbie, and Bethlehem Rd. First up will be the 53,000 sq. ft. Southern Season luxury grocery store, but it sounds like construction will be continuous on this site, as the project is projected to take a decade to get fully built out.

A little further along is the monster Kroger under construction at Staples Mill & Hungary Spring. With all the trees down, you now look right over from Staples Mill to Hermitage HS.

A lot of action getting ready to get underway up around Creative and Bass Pro off the Lewistown exit of I-95 with the big Outlet Center and the new headquarters for the state Dept. of Game & Inland Fisheries, so there should be plenty of construction around there for a good while, also.

After being a 31 year fixture on Brook Rd. as the Celebrity Room until it closed in '94, there have been 5 different restaurants in there in the last 12 years, the most recent being called Lucille's. Now the chef from the recently closed Skillagallee is taking it on and will call it the Brookside Grill & Bar.

Haven't heard a good explanation of the reason, but the three hour shutdown of the NASDAQ stock market on 8/22 really got a lot of media attention. Probably will prompt an upgrade of their technology and redundancy, which is a good thing. As the head of the exchange noted, "No one was really harmed (except perhaps the high frequency traders who constantly use their high speed computer programs to churn the volume by buying and selling a number of times in the same day) and all trades were eventually made before the day was out," but a big deal was certainly made of the incident.

We don't feel so bad around here now for having lost the bidding several years ago for the NASCAR Hall of Fame.

*(Continued on page 7)*

*(Continued from page 1)*

contact information with that instructor for future reference should the need arise.

The expo floor with all the exhibitors opens on Wednesday (Oct. 2) at noon with great fanfare as everyone follows a local marching band into the expo hall. While that is a lot of fun, the exhibitors have booths set up to share products and services they have to offer. There are BIM, BAS and roofing consultants, roofing and paving contractors, flooring product providers, janitorial and landscaping suppliers. If you are in need of raised flooring for an IT data center or other application.....yes, they are there too. The latest in lighting fixtures is a mainstay with not only energy efficient fluorescent but LED for you to see and learn about.

Each WWP offers tours of significant buildings or sites to see and this year is no different. City Hall, Lincoln Financial Field (Philadelphia Eagles and Temple Owls football), The Navy Yard, Comcast Center and some others highlight notable places to see. Courses are also offered and this year some are offered towards the Facility Management Professional (FMP) as well as the Sustainability Facility Professional (SFP).

All is not totally work with no play however. There is an annual golf tournament (Doug Underwood) whose proceeds help fund scholarships for FM college students. There is a welcome reception each year after the first full day, and many vendors have dinners, receptions and parties so you can have some fun and continue to network in a more relaxed atmosphere. IFMA National also has staff there to answer your questions on membership and chapter issues.

I have not covered all that happens at World Workplace, but have given you an idea of what transpires. If your company is watching its expenses (and who isn't), sell your boss by promising to attend some classes and give one when you return to work. Let your boss know what you learned there and the contacts you made to assist you with future problems and issues. While I never fail to learn things at those WWP I have attended, I have also come away feeling pretty good about how the FM department at my company handles things in regards to the rest of the industry. And that is an education in itself. It's not too late to attend this year's event and you can learn more by checking out IFMA's website [www.worldworkplace.org](http://www.worldworkplace.org).

On another note the Board is pleased to share that we have another annual sponsor, Dominion Service Company (DSCR) and they have agreed to be a platinum sponsor. They join ServiceMaster Clean, Valcourt Building Services and Facility Engineering Associates (FEA). The different levels of annual sponsorships are on our website, but you can also see Elizabeth McKinney or any Board member for more details. Thank you Dominion Service Company and Adam Rich.

On a final note, we are thrilled that all spots available for our annual charity golf tournament have sold out. The tournament is September 16<sup>th</sup>, so please plan to come out and support these teams.

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*(Continued from page 6)*

Remember when we were trying to sell them the property at the SE quadrant of the I-95 --- I-295 interchange, but NASCAR awarded the project to the Charlotte area? Now the Hall of Fame reports a loss of \$900,000 for their first full year of operation, so our loss may not have been that big a deal after all.

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Richmond Chapter of the IFMA

Financial Summary for Fiscal Year 2012-2013

Total Assets as of June 30, 2012		<u>\$43,282.87</u>
Revenue		
Golf Tournament	\$32,500.20	
Annual Sponsorships	\$ 5,130.00	
Meetings	\$16,353.20	
Membership dues	\$15,333.00	
Investment	\$ 208.66	
Total Revenue		<u>\$69,525.06</u>
Expenses		
Golf Tournament	\$22,626.82	
Meetings	\$13,118.92	
Charitable Donation*	\$10,000.00	
Admin	\$ 8,829.05	
Newsletter	\$ 6,288.13	
Total Expenses		<u>\$60,862.92</u>
Net Profit 2012-2013		<u>\$ 8,662.14</u>
Total Assets as of June 30, 2013		<u>\$51,945.01</u>

\*Donations of \$5K each made to "Hanover Habitat for Humanity" and "Rebuild Together Richmond".

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# IFMA Vendor Database

## Looking for help on a particular problem or issue?

One of our member vendors may have just the solution you're looking for. Be sure to check them out and use their services if applicable.

Go to [www.IFMARichmond.org](http://www.IFMARichmond.org), Community, Vendor Database and click on the link supplied.

Or use <http://www.ifmarichmond.org/Portals/0/Vendor%20List%20Final.pdf>

## CAREER RESOURCES

By Carla Strothers-Durr

For the listing of jobs in our area and nationally,  
please refer to [www.ifmarichmond.org/professional-development/career-resources.aspx](http://www.ifmarichmond.org/professional-development/career-resources.aspx)

## MORE PROFESSIONAL DEVELOPMENT NEWS

By Maureen Roskoski, SFP, REPA, LEED AP O+M



The IFMA (International Facility Management Association) Sustainability Facility Professional (SFP) Credential Program focuses on integrating sustainability efforts with the mission and strategy of your organization. This program focuses on the reality of the triple bottom line of sustainability and is not tied to any rating system. This program consists of three modules offered over a two month period.

### *Module 1*

**Friday, September 20 & Saturday, September 21, 2013**

### *Module 2*

**Friday, October 18 & Saturday, October 19, 2013**

### *Module 3*

**Friday, November 15 & Saturday November 16, 2013**

### **IFMA's Facility Management Professional Courses**

Build your career on a solid foundation. For early to mid-career facility managers and industry suppliers. Four courses teach the foundational elements of facility management. Enhance your knowledge, gain recognition and earn a competitive advantage.

FM 0705: FMP Operations & Maintenance

**September 6-7, 2013 (Friday-Saturday)**

FM 0710: FMP Project Management

**October 11-12, 2013 (Friday-Saturday)**

FM 0715: FMP Finance and Business Essentials

**November 8-9, 2013 (Friday-Saturday)**

FM 0720: FMP Leadership and Strategy Essentials

**December 6-7, 2013 (Friday-Saturday)**

**Course meets in Fairfax, VA from 8:30am to 5:30pm**

**Call 703-993-8335 to register**

## AUGUST MEETING REPORT

by Bud Vye, Retired CFM

Bud was unable to attend the presentation “**Winning the Gold**” through the **Retro-Commissioning Process (RCx)** made by James Mascaro, PE, CCP, MBP at our August meeting. If you were unable to attend, you missed an excellent presentation on a quality oriented systematic process for reviewing, verifying, optimizing/improving, and documenting an existing building's operation and energy consumption profile.

Thank you, Jim, for a great presentation.

## MEMBERSHIP CORNER

By Julie Mutcher , Membership Committee Chair

Another note of interest from our Membership Chair:

Please be aware 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, Julie Mutcher, [jmutcher804@yahoo.com](mailto:jmutcher804@yahoo.com). Guests are always welcome but member prospects will help us grow.

**23rd Annual**  
**Real Estate Trends Conference**

Register at  
[www.realestate.vcu.edu](http://www.realestate.vcu.edu)

REAL ESTATE TRENDS  
**OCT 8**  
TWO THOUSAND  
THIRTEEN

**GREATER RICHMOND**  
CONVENTION CENTER

**SAVE THE DATE**



The Richmond Chapter of the International Facility Management Association

## Richmond Chapter Monthly Meeting September 10, 2013

Join us for this great opportunity to view this wonderful venue! Open Plan Systems purchased 4700 Deepwater Terminal Road in June of 2003. The building, located next to the Port of Richmond, was originally constructed by James River Paper Company. Like other properties owned by JRPC, the setting next to the river took on a park like appearance as opposed to an industrial park. The 10.8 acre property consists of 129,000 square foot, 360' x 360' warehouse manufactured in the early 80's with concrete tilt up walls and 22' high ceiling. The building was built to allow rail cars to enter the facility for unloading. In addition there is a 5,200 square foot Butler Building at the rear of the property facing the James river that houses OPS IT, HR, and management team. They have a nice outside area on the water with some golf / chipping and putting area along with a tee box for driving golf balls across the river.

Today OPS manufactures new and remanufactured office panels. OPS employs more than 150 employees, with 130 working out of this facility. Visitors will be able to see manufacturing in process, including a newly installed 1 million dollar powder coat line. Also, there is a complete manufacturing line of woodworking equipment as well as panel upholstery and assembly operation that produces 10,000 panels each month.

### Thanks to our 2013 Annual Sponsors

#### PLATINUM



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*of Chesterfield  
of Tri-Cities, Plus  
of Newport News*

#### GOLD



**UBS**  
Volkart  
Building  
Services

#### SILVER



#### Where:

### Open Plan Systems

4700 Deepwater Terminal Rd.  
Richmond, VA 23234

Parking: Parking Lot

#### Time:

5:30-6:45 pm Networking/Social  
6:45-7:15 pm Meeting  
7:15-8:00 pm Tours/Social

Presenter: *Dean Williams*

#### RSVP by:

Thursday, September 5, 2013  
Simply e-mail Barbe Shaffer at  
[ifmarichva@gmail.com](mailto:ifmarichva@gmail.com)  
or register on our website at  
[www.ifmarichmond.org](http://www.ifmarichmond.org)  
and pay by PAYPAL

#### COST:

Members: \$10.00  
Non-Members: \$25

Registrations are required. An additional \$5 will be charged at registration if you have not registered prior to the event.

Credit card payments accepted at the door.

Be sure to include your guests name and company

No Shows will be billed

# September Meeting

**Tuesday September 10th  
5:30 PM**

**Open Plan Systems**  
4700 Deepwater Terminal Rd.  
Richmond, VA 23234

[www.ifmarichmond.org](http://www.ifmarichmond.org)