IFMA FACILITY FUSION
Conference & Expo
2018
March 20-22
Sheraton Grand Chicago
Chicago, Illinois, USA

INFLUENCING CHANGE BUILDING TOWARD OUR FUTURE

Rediscover the FM leadership event of the year

Tweet from Fusion using #FFUS18

facilityfusion.ifma.org
WELCOME to Facility Fusion

On behalf of IFMA and the Royal Institution of Chartered Surveyors (RICS), IFMA’s Chicago Chapter, our exhibitors and sponsors, participating partners and program committee, we welcome you to IFMA’s Facility Fusion 2018 Conference and Expo.

Program Committee

Janice Cimbalo, Esq., MCR
Senior Vice President, JLL

Pamela Coan
Senior Account Executive, GRM Information Management Services

Diane Coles-Levine, MCR
Principal, Workplace Management Solutions

Todd Greenwald
Property Manager/Broker, Compass Properties

Christopher Hood
Director of Consulting, EMEA, Advanced Workplace Associates

Kate Lister
President, Global Workplace Analytics

Janice Neff
Project Manager, AECOM

Kate North
Managing Director of Workplace Innovation and Strategy, Colliers International

Ted Ritter, LEED AP
Principal, LM360/DrawAlert

Scott Sumner, CFM
American Structurepoint Inc.

Christian Swiencki
Senior Workplace Designer, The Office Connection

Geoff Williams, FMP, SFP
Director of Operations, Angus Consulting Management Limited

Participating Partners

Facility Fusion is proud to have the support of these exceptional organizations and publications, recognized for their valuable contributions to the ongoing dialogue on the built environment.
WELCOME to Facility Fusion

Premier sponsors

- Multiview
- IFMA Chicago Chapter
- ARC

Sponsors

Companies listed in bold are IFMA Corporate Sustaining Partners.

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SCLLogic
SpacelQ
Summit Roofing
TaskEasy

Corporate Sustaining Partners (CSPs) represent the highest level of support for the continued growth of IFMA and FM. CSPs invest in research and education; they provide the FM community with leading-edge information to address professional needs and challenges; and they offer innovative solutions to help us manage more effectively. Join us in thanking these generous and dedicated partners.

www.ifma.org/marketplace/csp
CFM Exam Prep Workshop
7 a.m. – 5 p.m.
Sheraton Grand Chicago, Mayfair Room

Agenda
7 a.m. – 8 a.m. Registration and Continental Breakfast
8 a.m. – 12 p.m. Workshop
12 p.m. – 1 p.m. Lunch
1 p.m. – 5 p.m. Workshop

Practical and Effective BIM for Facility Management
7 a.m. – 6:30 p.m.
Sheraton Grand Chicago, Michigan A

Agenda
7 a.m. – 7:30 a.m. Registration
7:30 a.m. – 8 a.m. Breakfast
8 a.m. – 8:15 a.m. Keynote
8:15 a.m. – 8:45 a.m. Session 1.0 BIM for FM: It’s All About the Data – Where to Begin
8:45 a.m. – 9 a.m. Innovation presentation
9 a.m. – 9:45 a.m. Session 2.0 Keeping it Practical: Legal Risks, Contracts and IP
10 a.m. – 10:15 a.m. Innovation presentation
10:15 a.m. – 11 a.m. Session 3.0 Making it Practical: Existing Buildings and Reality Capture
11 a.m. – 11:15 a.m. Innovation presentation
11:15 a.m. – 12 p.m. Session 4.0 Keeping it Practical: New Construction, As-Built and Handover
12 p.m. – 1 p.m. Lunch
1 p.m. – 1:45 p.m. Session 5.0 Keeping it Practical: Maintaining the Vision
1:45 p.m. – 2 p.m. Innovation presentation
2 p.m. – 2:45 p.m. Session 6.0 Keeping it Practical: Space, Workspace and Real Estate, Beyond FM
3 p.m. – 3:45 p.m. Innovation presentation
3:45 p.m. – 4 p.m. Session 7.0 Keeping it Practical: Practical Examples and Lessons Learned Panel
4 p.m. – 4:45 p.m. BIM conference sponsor highlight
4:45 p.m. – 5 p.m. Closing comments
5 p.m. – 6:30 p.m. Networking reception

WE + Sustainability
= Your New Competitive Advantage
8:30 a.m. – 5 p.m.
5:15 p.m. – 6 p.m. (facility tour)
222 Merchandise Mart Plaza (theMart), Suite #225

Agenda
8:30 a.m. – 9:30 a.m. Welcome, introductions and embracing the “Call to Action”
9:30 a.m. – 11:30 a.m. Exploring What’s Possible: Case Studies of Successful Sustainable Projects
11:30 a.m. – 12:30 p.m. Lunch break
12:30 p.m. – 1:30 p.m. Making it Happen: Leveraging Technology
1:30 p.m. – 2:30 p.m. Making it Happen: The Impact on Human Performance
2:30 p.m. – 3:30 p.m. Making it Happen: Managing Energy
3:30 p.m. – 3:45 p.m. Break
3:45 p.m. – 5 p.m. Making it Happen: Taking Action – Prioritizing Your Sustainability Goals
5 p.m. – 5:15 p.m. Wrap up
5:15 p.m. – 6:30 p.m. Tour of the theMart’s sustainable features and social hour (sign up on site; limited availability)

IFMA Components:
New Leader Orientation and Leader Training
11 a.m. – 5 p.m.
5:30 p.m. – 7 p.m.
Sheraton Grand Chicago, Ohio Room

Agenda
11 a.m. – 1 p.m. New leader orientation
1 p.m. – 1:20 p.m. Welcome and ice-breaker
1:20 p.m. – 2 p.m. Accounting
2 p.m. – 2:45 p.m. Succession planning
3 p.m. – 4:30 p.m. Member engagement
4:30 p.m. – 5 p.m. Wrap up
5:30 p.m. – 7 p.m. Happy hour
Tuesday, March 20

8 a.m. – 6 p.m.
Registration: Pre-registered attendees may pick up registration materials at the registration kiosk.
Riverwalk Promenade

8 a.m. – 4 p.m.
Speaker Ready Desk
Chicago Ballroom registration desk

8 a.m. – 6 p.m.
Foundation Silent Auction
Adjacent to registration

9 a.m. – 10 a.m.
Opening Power Speaker Session 1.0
Sheraton/Chicago Ballroom IV-VII

10:15 a.m. – 12:15 p.m.
Concurrent Educational Sessions 2.01-2.06
Various rooms

12:30 p.m. – 1:30 p.m.
Power Speaker Luncheon 3.0
Sheraton/Chicago Ballrooms IV-VII

1:30 p.m. – 1:45 p.m.
Power Speaker Meet and Greet
Sheraton Ballroom foyer

1:45 p.m. – 3 p.m.
Concurrent Educational Sessions 4.01-4.06
Various rooms

3 p.m. – 6:30 p.m.
Expo Grand Opening and Welcome Reception
Riverwalk A and B
• Emerging Technology Showcase, Booth 100
• IFMA Hub Theater, Booth 110
• Headshot Photos, inside Expo Entrance
• Leader Recap, IFMA Hub Theater, Booth 110

Wednesday, March 21

8 a.m. – 4:30 p.m.
Registration: Pre-registered attendees may pick up registration materials at the registration kiosk.
Riverwalk Promenade

8 a.m. – 4 p.m.
Foundation Silent Auction
Adjacent to registration

8 a.m. – 5 p.m.
Speaker Ready Desk
Chicago Ballroom registration desk

8:30 a.m. – 11:30 a.m.
Expo
Riverwalk A and B
• Continental breakfast in Expo- 8:30 a.m. to 9:30 a.m.
• Emerging Technology Showcase, Booth 100
• IFMA Hub Theater, Booth 110
• Fireside Chats and FRED Talks, IFMA Hub, Booth 110
• Prize Card Drawing at 11:15 a.m., IFMA Hub, Booth 110
• Headshot Photos, inside Expo Entrance

12 p.m. – 1 p.m.
Power Speaker Luncheon 5.0
Sheraton/Chicago IV-VII

1 p.m. – 1:15 p.m.
Power Speaker Meet and Greet
Sheraton Ballroom foyer

1:30 p.m. – 2:45 p.m.
Concurrent Educational Sessions 6.01-6.06
Various rooms

3 p.m. – 4:15 p.m.
Concurrent Educational Sessions 7.01-7.06
Various rooms

IFMA young professionals:
After a full day of learning, come grab a drink with us Wednesday evening.

YP happy hour starts 6 p.m. at Pippin’s Tavern (806 North Rush Street). This quintessential Irish pub is a 20-minute walk/8-minute Uber. See you there!
Thursday, March 22

7 a.m. – 8 a.m.
Continental breakfast
Level 2 foyer between escalators

7 a.m. – 10 a.m.
Registration: Pre-registered attendees may pick up registration materials at the registration kiosk.
Riverwalk promenade

7 a.m. – 12 p.m.
Foundation Silent Auction
Adjacent to registration

8 a.m. – 9:15 a.m.
Concurrent Educational Sessions 8.01-8.06
Various rooms

9:15 a.m. – 9:45 a.m.
Morning break
Level 2 foyer between escalators

9:45 a.m. – 11 a.m.
Concurrent Educational Sessions 9.01-9.06
Various rooms

11:15 a.m. – 12:30 p.m.
Concurrent Educational Sessions 10.01-10.06
Various rooms

12:30 p.m. – 1:30 p.m.
Closing Panel Discussion and Luncheon
Sheraton/Chicago Ballroom IV-VII

2 p.m. – 5 p.m.
Facility tours
Check in at registration prior to your tour to receive your badge and ticket. Begin lining up near the convention entrance 30 minutes prior to departure (1:30 p.m.). Shuttles will leave promptly at 2 p.m.

Facility Tours

Transportation will be provided to and from the afternoon facility tour locations.

Historic Skyscraper Tour
Take a walking tour of outstanding examples of Chicago building design, including Burnham and Root’s Rookery, Adler and Sullivan’s Auditorium Building, Holabird and Roche’s Marquette Building, and Holabird and Root’s Chicago Board of Trade Building.

Historic Treasures
See buildings by noted architects. Hear about the city’s architectural gems and the people who inspired them. Experience Millennium Park, Chicago’s exciting 21st century design that’s a park, outdoor gallery, garden and music venue, all in one.

Columbia College Media Production Center
On this one-hour tour, discover how the close working relationship between Columbia College and Jeanne Gang resulted in a playful, cutting-edge, Gold LEED Certified building that houses state-of-the-art production facilities for film, video, television, and interactive arts and media.

The Rookery
Marvel at the exquisite beauty and grandeur of the highly ornamented brick and granite exterior, which some liken to a Moorish castle. Learn more about the method of construction and how the architects employed a combination of designs to maximize light and air in this early office building.
Tuesday, March 20
Session 1.0: Opening Power Speaker
9 a.m. – 10 a.m.
Sheraton/Chicago Ballroom IV-VII

Sridhar Deivasigamani
Digitization of our Built Environment: The Next 10 Years versus the Last 100 Years
The future of FM is ripe for innovation – in fact, the built environment will change more in the next 10 years than it has in the past 100 years. We’ll identify the disruptive forces that will drive efficiencies (financial, decision making, risk management, comfort) and open up new business opportunities. We’ll also discuss the elements needed for FMs to successfully harness the power of sensors, the Internet of Things and artificial intelligence to transform operations.

Tuesday, March 20
Session 3.0: Power Speaker Luncheon
12:30 p.m. – 1:30 p.m.
Chicago Ballroom VI and VII
Sponsored by MULTIVIEW

Alexsys Thompson
What Got You Here, Won’t Get You There: 13 Keys to Unlock Your Leadership Greatness
You’re a leader – now what? The journey to your greatest leadership potential will be one of the toughest and most rewarding. Learn how to move from reactive to creative leadership, and explore 13 key areas within which leaders need to develop to realize their greatest potential.

Wednesday, March 21
Session 6.0: Power Speaker Luncheon
12 p.m. – 1 p.m.
Sheraton/Chicago Ballroom IV-VII

Meagan Johnson
Zap the Gap: Generations @ Work! From Boomers to Linksters, Working with Multiple Generations
In this highly charged, participatory presentation, Johnson outlines the dominant generational forces in the workplace and how each generation’s “signpost” drives motivation, influences company loyalty, delivery of customer service and communication between coworkers. Learn what you can do now to make the most of each generation in your workplace!

Thursday, March 22
Session 11.0: Closing Panel Discussion and Luncheon
12:30 p.m. – 1:30 p.m.
Sheraton/Chicago Ballroom IV-VII

How Space, People and Tech Combine to Create Winning Workplaces
A panel on the state of FM and the strategic role we will play in delivering workplace experiences that attract and retain top talent for our organizations. We’ll discuss workplace technology and innovation, with a focus on operations, human factors, change management and employee engagement. Our panelists will address trends in the market and share real-life stories about what tools and strategies are working and what may not.

Moderated by:

Mike Petrusky
Director of Events & Growth Marketing, iOffice

Brittanie Campbell-Turner
Project Management Consultant, Mace

Brent Bean
Sr. Director Real Estate & Facility Operations – Central USA Region, Visa

Panelists:

Elizabeth Dukes
CoFounder and CMO, iOffice

Vik Bangia
CEO and Founder, Verum Consulting, LLC
Visit the IFMA Hub for:

Career resource center
Gain valuable career insights, speak with FM mentors and explore IFMA’s suite of credentials and training resources to discover your opportunities for professional recognition in FM.

Component leader meet-up
Tuesday, March 20 | 3:30 p.m. – 5:30 p.m.
If you’re on the board or a committee within your component, or you’re interested in pursuing volunteer leadership in one of IFMA’s chapters, councils or communities, join us to connect with your peers. We’ll also recap learning and takeaways from the leader training workshop and the morning’s education.

FRED Talks | Wednesday, March 21
Facility Related Education and Discussion, or FRED talks, are our version of TED Talks. Power speaker Alexsys Thompson addresses leadership best practices, FM innovations and more.

Playing to Your Strengths as a Leader
9 a.m. – 9:15 a.m.
The journey into self through “strengths lenses” offers us access to our super powers, while also assisting us with strategies in our gaps. When we gain access to who we’re designed to be as a leader, we’re better equipped to see others as they are designed and deploy their strengths toward greater performance and meaningful work.

The Power of the Introverted Leader
11 a.m. – 11:15 a.m.
Explore the influential power of a self-aware introverted leader and how to unleash it. Learn the importance of timing, language and humility. Discover how to find your voice and step into leadership in your unique way.

Fireside Chat | Wednesday, March 21
Presented by: Jake Young, ARC Technology Solutions
Tech Trends: Identifying and Fixing the Gaps in Your Emergency Preparedness
9:30 a.m. – 10:30 a.m.
If a catastrophe can be expected to occur every two years at a cost of US$500K on average, what could this mean for your organization? In this session, attendees will hear industry research findings that uncover the gaps in your emergency plans. Learn about technology and modern practices that optimize productivity, emergency response, and ultimately, the bottom line.
EXPO FEATURES

EXPO FEATURES

**Expo Prize Card**
Visit booths listed on the Expo Prize Card found in your attendee bag, then drop your completed prize card in the drum at the IFMA Hub for the chance to win prizes. Join us in the IFMA Hub at 11:15 a.m. on Wednesday for the prize card drawing—must be present to win!

**Professional Headshots**
Need to refresh your personal brand? Take advantage of free professional headshots, offered next to the expo entrance.

**New!**

**Emerging Technology Showcase Booth 100**
Explore what’s new and upcoming in technology. Tech experts will discuss your facility’s existing barriers to new technologies and how to overcome them. Visit the showcase for individualized presentations – return to your facility more empowered to make decisions about incorporating emerging technologies.

**Align1 Solutions**
- www.align1solutions.com

**AVaStar**
- www.AVaStar-ETS.com

**Comfy**
- www.comfyapp.com

**Feedback Solutions**
- www.feedbacksolutions.ca

**FM Innovator Podcast**
- www.ifma.org/know-base/knowledge-library

**Indoor Reality**
- www.indoorreality.com

**IoTiUm**
- www.iotium.com

**RoofIntelligence**
- www.roofintelligence.com

**Scanalytics**
- www.scanalytics.com

Turn to page 11 for a complete description of Emerging Technology Showcase Presenters.

**Tuesday, March 20**
3 p.m. – 6:30 p.m.

**Wednesday, March 21**
8:30 a.m. – 11:30 a.m.

You have a lot on your mind and on your plate. FM is a mash-up of competencies, skills, objectives, priorities, demands, expectations and concerns. From breakthrough technologies and energy reporting, to risk management, employment standards and transparency – the complexities of facility management are ever changing, and your ability to anticipate and respond to change is ever-increasing. Need clarity? Tools? Tips? Get it all at the Facility Fusion Innovators Summit.

facilityfusionca.ifma.org
Sodexo is an EEO/AA/Minority/Female/Disability/Veteran employer.

“I joined Sodexo for an opportunity to grow my career. I absolutely found it.”

Yolanda Holmes-Williams, Facilities Operations Manager

Start your Sodexo Story at SodexoFacilitiesJobs.com

We know that challenging, yet meaningful work is a priority for Facilities Management professionals. Your work at Sodexo will allow you to make a significant impact on the lives of others, while continuous learning opportunities help you build your own future with the company in various markets and industries across the U.S.

Your future so sodexo

Sodexo is an EEO/AA/Minority/Female/Disability/Veteran employer.
Visit the showcase to learn about a wide variety of technology advancements in the built environment. Technology takes many forms, and sometimes what we take for granted has a great deal of technology behind it. Meet our presenting companies for individualized presentations with information that helps you return to your facility more empowered to make decisions about incorporating emerging technology for the built environment.

**Align Solutions**
www.align1solutions.com

Introducing Muuv®, designed with physical therapy best practices for movements and exercises uncommon to any other seating solution in the market. Muuv’s dynamic ergonomics stabilize the body and support safe movement, resulting in neutral spinal alignment.

**AvatStar, Ltd.**
www.AVaStar-ETS.com

AVatStar software is designed to help staff plan and provide audiovisual services, manage meeting needs, schedule resources and track financial performance.

**Comfy**
www.comfyapp.com

Comfy is a smart building solution provider with deep roots in advanced computing and thoughtful user experience. Our team builds unconventional software solutions that connect your office employees to their building systems unlike anything they’ve experienced before.

**Feedback Solutions**
www.feedbacksolutions.ca

Feedback Solutions has developed a control strategy that enables building facility & energy managers to reduce energy consumption in their building, by using real-time occupancy data to control fan speed, to match ventilation requirement. This technology will be used in real-time at the Sheraton during expo hours.

**Indoor Reality**
www.indoorreality.com

Indoor Reality’s wearable mobile capture devices and cloud processing pipeline result in a web-based 3D visualization tool enabling users to (a) virtually navigate a 3D space on desktop, mobile (b) tag, locate, and manage assets, and (c) measure dimensions of scenes, or objects (d) rapidly convert to Revit models.

**IoTium**
www.iotium.com

IoTium provides a managed secure network infrastructure for the Industrial Internet of Things (IIoT). IoTium’s Network as a Service (NaaS) solution is designed to securely connect legacy onsite systems to cloud-based applications to leverage new analytics, machine learning, and predictive analytics applications at scale to realize the promise of Industry 4.0.

**Roof Intelligence**
Data-Driven Facility Management
www.roofintelligence.com

Roof Intelligence allows Facilities Managers and Building Envelope Consultants to view property information in an entirely new way! Using the latest drone technology and highly advanced sensors [including infrared], we help you assess and manage property assets from a unique perspective.

**Scanalytics Inc.**
www.scanalytics.com

Scanalytics measures human behavior insights through intelligent floor sensors and a device-agnostic predictive analytics platform. The advanced algorithms translate consumer foot traffic into actionable data for real-time and historical access to the evolving trends in physical spaces.

As the host of “The FM Innovator Podcast,” Mike Petrusky builds a culture of collaboration in the FM community.
## SESSIONS DAY 1: Tuesday, March 20

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9 a.m. -</td>
<td>OPENING POWER SPEAKER 1.0 “Digitization Of Our Built Environment - The</td>
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<tr>
<td>10 a.m.</td>
<td>Next 10 Years vs. The Last 100 Years” Presented by: Sridhar Deivasigamani</td>
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<td></td>
<td>Sheraton/Chicago IV-VII</td>
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<tr>
<td>10:15 a.m.</td>
<td>2.01 Ready, Set, Exercise! How to Develop and Conduct a Business</td>
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<td>Continuity Plan Exercise Presented by: Diane Coles-Levine</td>
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<td>10:15 a.m.</td>
<td>2.02 FM Service Management, Technology Essentials for Each Generation</td>
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<td></td>
<td>Presentation followed by panel discussion Panelists: Ted Ritter,</td>
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<td></td>
<td>Geoff Williams, Dhaval Gajjar</td>
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<tr>
<td>10:15 a.m.</td>
<td>2.03 10:15 -10:25 WE Welcome Announcements Presented by: Kate North</td>
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<td></td>
<td>10:30 -11 Respecting Human Limits: Densification Research and Design</td>
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<td></td>
<td>Presented by: Ellen Keable; Lisa McGregor</td>
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<td>10:15 a.m.</td>
<td>2.05 Fit for Five: Transforming a Decades-Old Workplace to Support a</td>
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<td></td>
<td>Multi-Generational Workforce for Years to Come Presented by: Erin</td>
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<td></td>
<td>Murray Butler; Holly Jeffers</td>
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<td>10:15 a.m.</td>
<td>2.06 Women in FM Panel Discussion Presented by: Sodexo Panelists:</td>
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<td>Suzanne Harvey; Lucy Kalkman; Lynn Baez; Sandra McCurdy</td>
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<tr>
<td>12:30 p.m.</td>
<td>POWER SPEAKER LUNCH 3.0 “What Got You Here, Won’t Get You There: 13</td>
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<td>Keys to Unlock Your Leadership Greatness” Presented by: Alexsys</td>
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<td>Thompson Sheraton/Chicago IV-VII</td>
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<tr>
<td>1:45 p.m.</td>
<td>4.01 See Something, Say Something... to Everyone. Presented by: Nikhil</td>
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<td>1:45 p.m.</td>
<td>4.02 AV-IT: Bridging the Generation Gaps Presented by: Jeff Laether</td>
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<td>1:45 p.m.</td>
<td>4.03 1:45 -2:20 Workplace Strategy and Business Resilience: Keeping</td>
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<td>the Workplace Productive During a Crisis Presented by: Diane Coles-Levine</td>
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<td>2:25 - 3 WE + Sustainability = A Competitive Advantage Presented by:</td>
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<td></td>
<td>Kate Lister; Dean Stanberry; Christopher H. Cayten; Shona O’Dea; Glenn</td>
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<td>Dirks</td>
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<td>1:45 p.m.</td>
<td>4.04 Be a Game Changer in a Changing Game Presented by: Joe Pearson;</td>
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<td>Machelle Pellegrini; Debi Gilbert</td>
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<td>1:45 p.m.</td>
<td>4.05 The Looming Talent Gap - Engaging and Retaining Young Professionals</td>
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<td></td>
<td>in FM Panel Discussion Presented by: Nick Heibein; Geoff Williams;</td>
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<td></td>
<td>Derek Bacigal; Laura Soltak; Lauren Leipziger</td>
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<tr>
<td>1:45 p.m.</td>
<td>4.06 How Chapters and Organizations Can Impact the Future of Our</td>
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<td>Workforce by Aligning with the IFMA Foundation Presented by: Jeff</td>
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<tr>
<td>12 p.m. - 1 p.m.</td>
<td>IFMA Hub Theater - Fred Talks and Fireside chat</td>
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</tbody>
</table>
| 1:30 p.m. - 2:45 p.m. | POWER SPEAKER LUNCHEON 5.0 “Zap the Gap, Generations @ Work! From Boomers To Linksters, Working With Multiple Generations”  
Presented by: Meagan Johnson  
Sheraton/Chicago IV-VII |
| 3 p.m. - 4:15 p.m. | Problem Solved: Finding the Gaps in Your Mobility, Cloud and Emergency Management  
Presented by: David Trask  
IoT, Security & Privacy – We Just Don’t See Things the Same Way!  
Panelists: Geoff Williams; Ted Ritter; Nick Heibein |
| 3 - 3:40 | Knowledge Transfer Techniques & Technologies in the Multi-Generational Workplace  
Presented by: John Brisk; Stephanie Stilson  
3:45 - 4:15 | WE Case Study: Willis Towers Watson  
Presented by: Bryon Olsen  
Leading the way to IFMA’s Future: How You Can Become an FM/IFMA Leader  
Presented by: Kathy Roper; Teena Shouse  
Back to the Future: Managing Employee Experience & Technology  
Trends Across the Generations  
Presented by: Elizabeth Dukes; Judith Novia  
Displacement Ventilation Workplace Innovation: Improving Indoor Environmental Quality and Occupant Well-being  
Presented by: Thomas Zakrzewski; Lida Lewis |
SESSIONS DAY 3: Thursday, March 22

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>8 a.m. -</td>
<td>Emergency Preparedness &amp; Business Continuity: Security</td>
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<tr>
<td>9:15 a.m.</td>
<td>Technology and the Evolving Workplace</td>
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<tr>
<td>8.01</td>
<td>Preventing Facility Crime Through Security Innovation Presented by John Valdez</td>
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<tr>
<td>8.02</td>
<td>Modern, Intelligent Buildings and Their Role in Our Network-Connected Economy Presented by Todd Boucher</td>
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<tr>
<td>8.03</td>
<td>Transformational Change Through Appreciative Inquiry (AI) Panel Discussion Presented by Cheryl Duvall, Diane Coles Levine</td>
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<tr>
<td>8.04</td>
<td>Leadership and Values Presented by David Suter; Sara Suter</td>
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<tr>
<td>8.05</td>
<td>Embracing the Third Industrial Revolution: What does it mean for FM? Presented by Nancy Sanquist; James Ware</td>
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<tr>
<td>8.06</td>
<td>Helping Facility Executives Take the Guesswork Out of the Equation Presented by David Frank</td>
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<tr>
<td>9:45 a.m.</td>
<td>MORNING BREAK</td>
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<tr>
<td>9.01</td>
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<td>12:30 p.m.</td>
<td>POWER SPEAKER LUNCHEON 11.0. “How Space, People and Tech Combine to Create Winning Workplaces” Panel Discussion Moderate by: Mike Petrusky Panelists: Elizabeth Dukes; Vik Bangia; Brittanie Campbell-Turner; Brent Bean Sheraton/Chicago IV-VII</td>
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Session Tracks and Topic Areas

**Topic tracks**
- Cutting-edge solutions: New and upcoming methodologies and technologies.
- Emergency Preparedness and Business Continuity: Best practices and cutting-edge solutions related to security.
- Leadership and Management: Trends and topics for anyone leading a team.

**IFMA communities presenting sessions**
- Business, Leadership, Finance, Communication (BUS) Community
- Information Technology (IT) Community
- Real Estate Advisory and Leadership (REAL) Community
- Workplace Evolutionaries (WE) Community

**IFMA staff and member volunteers presenting sessions**
- IFMA Foundation: Special presentations regarding the foundation and its partners.
- IFMA Volunteer Leader Training: Best practices for officers of IFMA's chapters, councils and communities.

**IFMA industry partner presenting session**
- Cleanup Your Bottom Line: Special presentations from ISSA regarding best practices, tips and tricks to save in contracted cleaning services.

Continuing Education Units

- Pay the US$20 processing fee via registration.
- Log into the Attendee Service Center (your login information was sent to you when you registered for the conference).
- Complete the session evaluation, then take the five-question CEU assessment.
- After passing the assessment, you’ll be able to download your certificate of completion. (CEUs may only be earned upon successful completion of the assessment).
- Individuals seeking CEUs or LUs from other organizations must contact those organizations for instructions on self-reporting credit hours.

CFM Maintenance Points

- To receive 20 CFM maintenance points, record your attendance for the three-day conference on your CFM Recertification Form in Credentials Application/Maintenance Program (CAMP).
- At recertification time, submit your completed CFM Recertification Form.

IFMA's Engage digital discussion platform provides instant interaction with like-minded professionals. Post questions, share documents, exchange ideas and more. Join the conversation at engage.ifma.org.

IFMA's online Knowledge Library offers all FM content in one place. Did you also know that by upgrading to the Knowledge Pass level of access, you can unlock even more high-quality content? Grow your knowledge, career and network faster than ever before. Upgrade to the knowledge pass today at bit.ly/KnowledgePassFF18.
Tuesday, March 20

10:15 a.m. – 12:15 p.m.

2.01 Ready, Set, Exercise! How to Develop and Conduct a Business Continuity Plan Exercise
Ontario
Emergency Preparedness and Business Continuity: Security | 200 Level | Successful crisis management and disaster recovery takes more than a plan; it requires realistic testing and validation. In this hands-on workshop that includes a mock exercise of an emergency event, you'll learn how to set up and conduct a successful business continuity plan exercise. Speaker: Diane Coles-Levine, President, Workplace Management Solutions

2.02 FM Service Management, Technology Essentials for Each Generation
Superior A
Technology and the Evolving Workplace | 200 level | We've learned that we need optional methods of interaction with client-facing technologies based on both generational preferences and sophistication levels of individual users. With the increasingly mobile workforce equipped with a wide array of devices, we also need to consider the choice of individual users. Explore current trends and challenges, and discuss today's best practices based on case studies and surveys. Speakers: Ted Ritter, Principal, LMI360/DrawAlert; Geoff Williams, Director, Operations, Angus Consulting Management; Dhaval Gajjar, Construction Manager, Harkins Theatres

2.03A WE Welcome and Announcements
Chicago Ballroom X
Workplace Evolutionaries | NA | Opening welcome and kick-off for the Workplace Evolutionaries Track Speaker: Kate North, Managing Director, Workplace Strategy, Colliers International

2.03B Respecting Human Limits: Densification Research and Design
Chicago Ballroom X
Workplace Evolutionaries (WE) Community | 200 Level | When is workspace too close for comfort? Pressure to reduce office space and increase density is approaching limits of livability. Benchmarking, global standards and design best practices can help define a minimum range of space. This session illustrates design and planning principles to address personal control, work setting variety, meaningful choices and group territory with examples from successful, space-efficient projects. Speakers: Ellen Keable, Principal, Jacobs; Lisa McGregor, Director of Planning Strategies, Jacobs

2.03C The Impact of Place on Innovation and Human Performance
Chicago Ballroom X
Workplace Evolutionaries (WE) Community | 200 level | In a world of rapid change, continual innovation will be the key to success; but many of our physical and cultural environments do not support it. Most, in fact, stifle it. This session will reveal the latest science about how workplace design and work practices can impact creativity, innovation and human performance. Speakers: Kate Lister, President, Global Workplace Analytics; Tom Mulhern Senior Associate/Strategist, Gensler; Dr. Sally Augustin, Principal, Design With Science; Todd Heitman, Director of Technology & Innovation, Heitman Technologies

2.03D Dig the Gig Economy: A Seismic Shift in People and Place
Chicago Ballroom X
Workplace Evolutionaries (WE) Community | 300 level | As the industry settles on more flexible workplace models, a new kind of economy comprised of different workers is emerging. In the gig economy, companies that have relied on permanent staff and infrastructure will be able to substantially reduce their reliance on captive labor. Examine the implications, risks and opportunities of the developing gig economy, and explore the impact on the workforce and the workplace. Speakers: Mary Lee Duff, Principal, Interior Architects; Jim Truhan, MCR, Senior Workplace Strategist, IA Interior Architects

2.04 IFMA Component Leaders Best Practice Sharing Round Table Session
Michigan A
IFMA Volunteer Leader Training | IFMA volunteer leaders will share information in areas critical to component success, including membership, communications, programs, resource sharing and collaboration. Share operational best practices with peers, and discuss how to make and enhance connections. Moderator: Mary Ressler, Director, Membership and Components, IFMA

2.05 Fit for Five: Transforming a Decades-old Workplace to Support a Multigenerational Workforce for Years to Come
Superior B
Human Factors: Generational Gap | 200 level | Hear about the five-year journey that a global investment banking and asset management firm took to create a transformative new workspace. Starting with a workplace strategy that recognized generational commonalities and differences, they engaged employees at key points throughout the process, building overwhelming support for the big shift. Take away steps to steward a thoughtful, well-organized transition to a different kind of workplace. Speakers: Erin Murray Butler, Head of Workplace and Real Estate Management, William Blair; Holly Jeffers, NCIDQ, RID, Strategist, Interior Architects

2.06 Women in FM Panel Discussion
Presented by Sodexo
Michigan B
IFMA Foundation | This panel of women leaders in the facility management profession will be sharing how they address these challenges and opportunities in their careers. This is intended to be an interactive session and an opportunity for you to engage first hand with industry leaders and colleagues.
1:45 p.m. – 3 p.m.

4.01 See Something, Say Something...to Everyone
Ontario
Cutting-edge Solutions/Emergency Preparedness and Business Continuity: Security | 200 level | Imagine an enhanced fire alarm in everyone's pocket, with incident commander controls that let you prepare and execute emergency scenario management while leveraging the eyes and ears of everyone on site. This isn’t futuristic fantasy; it’s available today. Learn how emergency mass communication technologies can improve your building’s preparedness and response procedures, saving minutes when every second counts. Speaker: Nikhil Shenoy, Director of Product Development, Kastle Systems

4.02 AV-IT: Bridging the Generation Gaps
Superior A
Technology and the Evolving Workplace | 200 level | The most significant phenomenon affecting our industry is “convergence,” which refers to the shift from analog to digital in telephones, sound systems, video systems, security systems and facility control systems. Now the shift is broadening to wireless and streaming technologies. By integrating enhanced audio-visual and information technology capabilities, we can transform clients’ experience far beyond the norm, placing them into the future. Speaker: Jeff Loether, President, Electro-Media Design LTD

4.03A Workplace Strategy and Business Resilience: Keeping the Workplace Productive During a Crisis
Chicago Ballroom X
Workplace Evolutionaries | 200 level | It takes years to build a business, but only minutes to lose it if you’re not prepared when a crisis hits. It’s important that companies are prepared for the unknown. Using case studies, this session will demonstrate how successful companies aligned their workplace strategy and business resilience programs and survived and thrived in recent disasters. Speaker: Diane Coles-Levine, President, Workplace Management Solutions

4.03B WE + Sustainability = A Competitive Advantage
Chicago Ballroom X
Workplace Evolutionaries | Speakers: Kate North, Global Chair, WE and Managing Director, Workplace Innovation, Colliers International; Dean Stanberry, ESUS Community Chair and Director of FM Services, AbraxasFM; Christopher H. Cayten, Principal, CodeGreen Solutions Shona O’Dea, Senior Associate, DLR Group; Glenn Dirks, Workplace Strategist, Dirks Consulting | WE Customer Enablement

4.04 Be a Game Changer in a Changing Game
Michigan A
IFMA Volunteer Leader Training | This session will equip IFMA chapter leaders with tangible strategies that the Atlanta Chapter has used to not only grow membership and sell out all events the last two years, but to also go from a deficit of nearly US$100,000 to a surplus. Learn about the chapter’s CEU program and partnership programs in FM with Georgia Tech and Kennesaw State University. Speakers: Joe Pearson, Associate Director, Enterprise Support Services, EY; Machelle Pellegrini, CFM, Administrative Services Supervisor, State Farm Insurance Companies; Debi Gilbert, Director of Marketing and Sales, Chosen Enterprises, Inc

4.05 The Looming Talent Gap: Engaging and Retaining Young Professionals in FM
Superior B
Human Factors: Generational Gap | 200 level | A large percentage of the current workforce is either set to retire or approaching retirement age. This turnover requires important consideration of how best to replace these workers and bridge the gap between generations to avoid meaningful loss of knowledge and skill. A panel of young FMs will discuss leadership, cross-training, recognition and reward, career advancement, skill building, the role of technology, recruitment and the academic experience. Panelists: Nick Heibein, FMP, PMO Lead - RBC Account, JLL; Geoff Williams, Director, Operations, Angus Consulting Management; Derek Bacigal, FMP, SFP, Director of Engineering, Hale Koa Hotel; Laura Svitak, FMP, Administrative Services Manager, Cleveland Foundation; Lauren Leipziger, Concession Services Business Specialist, PA Turnpike Commission

4.06 How Chapters and Organizations can Impact the Future of our Workforce by Aligning with the IFMA Foundation
Michigan B
IFMA Foundation | IFMA chapters and FM employers play a critical role in ensuring that local implementations of the foundation’s Global Workforce Initiative (GWI) are successful. Learn about the GWI Chapter Partner and Corporate Advisory Programs. Prepare to take the first step toward making FM a career of choice where you live and do business. Speaker: Jeff Tafel, IFMA Foundation Executive Director, IFMA

Wednesday, March 21

1:30 p.m. – 2:45 p.m.

6.01 Learn How to Leverage Innovative Smart Building Solutions to Ensure the Security and Safety of Your Facilities
Ontario
Emergency Preparedness & Business Continuity: Security | Engage in a discussion about the possibilities that using sensors, cameras and traffic analytics can help FMs create such plans. Speakers: Gustavo Reyna, Business Development Manager, Intel; Joe Scanlan, Co-Founder and CEO, Scanalytics, Inc.; Peter Viall, Business Account Executive, Scanalytics, Inc. Information Technology Community
6.02 The Impact of Technology on Workplace Design and Supporting a Multigenerational Workforce
Superior A
Technology and the Evolving Workplace | 200 level |
Generational factors, including speed of adoption and the perception that technology is requiring users to work in new and unfamiliar ways, can slow the overall effectiveness of technology deployment. Explore current workplace design trends and the supporting technology capabilities of each trend. Acquire a process to determine the needs of specific user types and methods for supporting a multigenerational workforce as new capabilities are rolled out. **Speaker:** Matthew Ezold, CTS-D, Principal, Cerami & Associates

6.03A Blurring Boundaries: Exploring Boundaries, From Learning to Working Environments, Why They Need to be Connected and How Workplace Can Learn From Learning Chicago Ballroom X
Workplace Evolutionaries | 300 level | Explore how and why strategies in designing learning environments and work environments are similar, what each can learn from one another, and how a better understanding of learning styles and their relationship to work styles will result in better-performing workplace environments. Gain a better way to inform measuring performance and success in workplace strategies. **Speaker:** Arnold Levin, Principal, Workplace Strategies, Smith Group Jlr

6.03B Workplace Design + Space Utilization = Talent Retention Chicago Ballroom X
Workplace Evolutionaries | 300 level | Corporate real estate (CRE) and FM require technology to understand how talent really needs to work to transform the workplace of today. Explore how CRE and FM can combine existing systems and cutting-edge technologies such as augmented reality for workplace design, space utilization sensors and mobile working platforms to achieve the agile workplace of the future using the buildings of today. **Speaker:** Joseph Poskie, MBA, Market Strategist, Trimble

6.03C WE Case Study: Willis Towers Watson Chicago Ballroom X
Workplace Evolutionaries | **Speakers:** Bryon Olsen, Director of Corporate Real Estate, North America for Willis Towers Watson

6.04 Your Greatest Facility Manager is Still in High School Michigan A
Leadership Development | 200 level | Representatives from SkillsUSA, the nation’s fastest-growing career and technical student organization, and ACE (Architecture, Construction and Engineering) Chicago will discuss high school mentorships capable of creating a direct pathway to accredited degree programs and careers in the ACE and FM fields. Learn how IFMA chapters have a means to connect, mentor and engage the next generation of facility managers. **Moderator:** Jim Zirbel, Co-Director, FM Pipeline Team – Facilitator Panelists: Amy Kennedy, WI Assistant Director, SkillsUSA; Raphael Roxas, 2016 Facilitihon WI Competition Winner; Carol Moy, Program Coordinator, ACE Chicago

6.05 Transcending Generations: How Mobile is Key to Success in a Multigenerational Workforce Superior B
Human Factors: Generational Gap | 300 level | When organizations combine sensor technology with mobile location-aware apps, employees have the power to see where people are and when spaces are available on which floors. Discuss key decision factors for choosing the right technologies. Hear how others are finding success in their workplaces by bringing multiple generations together through mobile. **Speakers:** Ian Morely, Chief Strategy Officer, Serraview; Tom Zampini, CEO, Beco

6.06 The Natural Capitalism Concept Comes to Industrial Michigan B
Environmental Stewardship & Sustainability | 200 level | Retail soap company Method found a way to achieve higher profitability by completely rethinking its product supply chain, in part by leasing the roof of its new factory to an urban farm. Learn how Method’s award-winning LEED Platinum factory cleared a path to a strong triple bottom line for other manufacturers to follow. **Speaker:** Karl Heitman, AIA, LEED AP BD+C, President, Heitman Architects

7.01 Problem Solved: Finding the Gaps in Your Mobility, Cloud and Emergency Management Ontario
Emergency Preparedness & Business Continuity: Security | 300 level | Is your FM team fully ready for a catastrophe? According to a 2017 survey, only 14 percent are. Review industry research that sheds light on the current state of facilities to identify organizational and management gaps. Hear how mobile apps and technology can bridge communication gaps within facility and operations teams, allowing them to work smarter and faster daily and during emergencies. **Speaker:** David Trask, National Director of Facilities Solutions, ARC

7.02 IoT, Security and Privacy: We Just Don’t See Things the Same Way! Superior A
Technology and the Evolving Workplace | 200 level | Understanding the boundaries between public and private content for businesses is an ever-increasing challenge. Of critical concern is how to identify the potential risks to business security and privacy as technologies such as IoT are adopted. Examine the tools required to assess risks and educating the workforce as you embark on new tech journeys. **Panelists:** Geoff Williams, Director, Operations, Angus Consulting Management; Ted Ritter, Principal, LMI260 / DrawAlert; Nick Heibein, FMP, PMO Lead - RBC Account, JLL

7 p.m. – 8 p.m.
**7.03A Knowledge Transfer Techniques and Technologies in the Multigenerational Workplace**
Chicago Ballroom X

**Workplace Evolutionaries | 100 level** | Explore the expectations and challenges associated with internal communication and gain an experiential learning model that illustrates the way generational knowledge transfer can successfully occur within today’s organizations. Discover concrete ways to use technology to increase the likelihood of capturing, sharing and preserving critical knowledge for future success.  
*Speakers: John Brisk, Registered Outreach Instructor, Business Development Manager Advanced Visualization Collaboration, Sensory Technology; Stephanie Stilson, Developmental Psychologist, EMBRACE™ Strategist for Sensory Technologies, Sensory Technologies*

**7.03B WE Case Study: William Blair Corporate Headquarter Relocation**
Chicago Ballroom X

**Workplace Evolutionaries | 100 level** | *Speaker: Jeanette Scott, Facilities Manager, William Blair & Company*

**7.04 Leading the Way to IFMA’s Future: How You Can Become an FM/IFMA Leader**
Michigan A

**Leadership Development | 200 level** | A recent Georgetown University report predicts that 31 million jobs will become available as Baby Boomers retire. This huge shift requires organizations to prepare. Honing leadership and team-building skills, as well as understanding the need for and how to develop succession plans, is the focus of this interactive session. Learn to lead your organization and execute effective succession plans.  
*Speakers: Kathy Roper, CFM, LEED AP, IFMA Fellow, Associate Professor, Retired/Georgia Institute of Technology; Teena Shouse, CFM, IFMA Fellow, Principal, FM Transitions*

**7.05 Back to the Future: Managing Employee Experience and Technology Trends Across Generations**
Superior B

**Human Factors: Generational Gap | 200 level** | FMs are seeking technologies to support activity-based working styles, but aren’t sure which platforms, apps and solutions to choose to support varying levels of employee comfort with new tech.  
Learn how to execute new technology implementations with buy-in and participation across generations.  
*Speakers: Elizabeth Dukes, EVP and Co-Founder, iOffice, Inc.; Judith Novia, FMR, Corporate Manager of Office and People Services, Echo Global*

**7.06 Displacement Ventilation Workplace Innovation: Improving Indoor Environmental Quality and Occupant Well-being**
Michigan B

**Environmental Stewardship & Sustainability | 300 level** | In pursuit of LEED Platinum certification, WELL Gold certification and ENERGY STAR Charter Tenant certification, the HKS Chicago Living Lab uses displacement ventilation air distribution technology. Pairing WELL with LEED v4 means the occupants’ needs must be integrated with the needs of the building. Learn how the displacement ventilation system became a key strategy to meeting both goals.  
*Speaker: Thomas Zakrzewski, Director of Integrative Energy Engineering, HKS, Inc.; Lida Lewis, IIDA, WELL AP, WELL FACULTY, LEED AP ID+C, FITWEL AMBASSADOR, Director of Wellbeing Design, HKS, Inc.*

**Thursday, March 22**

**8 a.m. – 9:15 a.m.**

**8.01 Preventing Facility Crime Through Security Innovation**
Ontario

**Emergency Preparedness & Business Continuity: Security | 300 level** | This Smart camera algorithms, military-grade analytics, remote command centers and partnerships with local law enforcement are transforming the lives of residents for the better. Industry thought leaders will take specific questions and break down the systems, processes and technologies that are revolutionizing facility safety. Learn how these security solutions are transforming organizational safety.  
*Speaker: John Valdez, Chief Business Development Officer, Elite Interactive Solutions*

**8.02 Modern, Intelligent Buildings and Their Role in our Network-connected Economy**
Superior A

**Technology and the Evolving Workplace | 100 level** | Modern facilities impact the wellness and retention of the workforce, improve an organization’s desirability and sustainability, and attract more innovative companies to the region. Explore the impact that intelligent buildings have in these key areas; discuss the importance of the network infrastructure in creating intelligent buildings; and weigh the opportunities ahead.  
*Speaker: Todd Boucher, RCDD, DCEP, Principal, Founder, Leading Edge Design Group*

**8.03 Transformational Change Through Appreciative Inquiry**
Chicago Ballroom X

**Workplace Evolutionaries | 300 level** | This highly interactive Workplace Evolutionaries (WE) session explores Appreciative Inquiry (AI), a unique change process that has been successfully used by global organizations to enact transformational change.  
Hear about IFMA’s journey with AI, which began in 2017. Each table will engage in discussion, while debating a few selected questions about how/when aspects of AI can be used in the workplace.  
*Speakers: Cheryl Duvall, FIIDA, MSOD, President, Avance; Diane Coles-Levine, President, Workplace Management Solutions*
8.04 Leadership and Values: Discover an Innovative Approach to Leading
Michigan A
Leadership Development | 300 level | Are you a manager or a leader? Do people willingly follow you or are you dragging them along? Learn to become a better leader by serving first and extending trust to others. Understand what it means to serve those you lead, and discover your own leadership style. Learn how to identify personal core values and develop core values for your team or organization. Inspire and equip the people you influence.
Speakers: David Suter, CFM, President, CBSI; Sara Suter, MBA, Vice President, CBSI

8.05 Embracing the Third Industrial Revolution: What does it mean for FM?
Superior B
REAL Community | 200 level | Jeremy Rifkin suggests that the Third Industrial Revolution will make every commercial building a “mini-power plant,” producing its own energy and feeding power into the “smart energy grid.” Explore the dramatic transformations in the economy and in building design and maintenance expected over the next decade. Understand FM’s role in making the new economy both possible and desirable.
Speakers: Nancy Sanquist, IFMA Fellow, AIA Associate, VP of Global Strategic Marketing, Planon; James Ware, Editorial Director, AndPlaces Ltd.

8.06 Helping Facility Executives Take the Guesswork Out of the Equation
Michigan B
Clean up Your Bottom Line Presented by ISSA | 200 level | Do you have a difficult time distinguishing the difference between potential cleaning service providers? The importance of facility cleaning is becoming more important as there is a true value of clean. Learn about how to differentiate in the market place and validate your services and performances.
Speaker: David Frank, President, American Institute for Cleaning Sciences

9.01 The Facility Manager’s Keys to Active Shooter/Assailant Preparedness in the 21st Century
Ontario
Emergency Preparedness & Business Continuity: Security | 300 level | You’re the one responders want to talk to when they arrive on the scene after an incident. Take away key steps, strategies and resources for effective emergency preparedness. Learn to work collectively within your organization to protect your most valuable asset (your people), and recover more quickly following a disruptive incident.
Speaker: Randy Braverman, Senior Consultant, Facility Engineering Associates

9.02 The Impact of Machine Learning, Virtual Reality and the Internet of Things on Workplace Strategy and the Design-build Process
Superior A
Technology and the Evolving Workplace | 300 level | Technology is advancing to such a point that it can disrupt traditional processes and afford benefits to clients. Learn how leading-edge technology can significantly impact the design-build process – from rapid development of a workplace strategy through machine learning; enforcement of global, local and corporate standards; intuitive design via 3-dimensional modeling; and client walkthroughs using virtual reality.
Speaker: Simon Davis, Sales Director, Saltmine

9.03A Promoting Workplace Health and Wellness Through Open-source Analytics
Chicago Ballroom X
Workplace Evolutionaries | 200 level | Funded by the American Society of Interior Designers Foundation and developed collectively with industry leaders, PROWELL is an open-source analytics tool developed to diagnose and evaluate the health and wellness performance of workplaces. The session presents a pilot study highlighting workplace well-being design features, available functions of PROWELL and lessons learned.
Speakers: Young Lee; Jessica W, Director, Innovative Workplace Institute; Jessica Walkoff, LEED AP BD+C, Senior Consultant, Perkins+Will; Michelle Osburn, Planning + Strategy Senior Consultant, Perkins+Will

9.03B The Science of Workplace Design
Chicago Ballroom X
Workplace Evolutionaries | 200 level | “Review generational attitudes and personality types and how they impact the culture of the office environment. Using three case studies, the presenters will provide background, before-and-after images and content to illustrate ways to enhance collaboration, improve sales results, and retain and attract talent. Each case study is a renovation of existing office space.
Speakers: Sharon Henderson, Lisa Morrison

9.03C WE IGNITE
Chicago Ballroom X
Workplace Evolutionaries | 100 level | Speaker: Kate North, Managing Director, Workplace Strategy, Colliers International

9.04 Get off Email and End Meetings on Time
Michigan A
Leadership Development | 100 level | Do you receive too many emails from your colleagues? Want to run more efficient meetings? This session will present two tools that solve the time crunch in modern workplaces: Slack, a messaging app for teams that helps track conversations; and Level 10, a meeting format designed to create a consistent rhythm focused on the vision.
Speaker: Charlie Cichetti, WELL AP LEED AP BD+C, ID+C, OM, CEO, Green Building Education Services
9.05 What’s Hot and What’s Not: Determining How Market Factors and Generational Demands Are Affecting Our Workplaces
Superior B
REAL Community | 200 level | In this interactive session, you’ll not only learn what trends are occurring in your market in comparison with other markets throughout the world, but can share your experiences with how these trends are affecting your companies. We’ll cover trends within industry segments, including changes resulting from demographics and technology that affect space utilization. Speaker: Janice Cimbalo, Esq., MCR, Senior Vice President, Jones Lang LaSalle

9.06 FM Trends in Custodial
Michigan B
Cleanup Your Bottom Line Presented by ISSA | 200 level | Identify the trends that will impact your custodial facility managers. Custodial services are being impacted by the latest technology, changing landscape, finding people with the right skill sets, and learning the data associated with your facility. Learn how to keep up with the trends. Speaker: David Frank, President, American Institute for Cleaning Sciences

11:15 a.m. – 12:30 p.m.

10.01 The Latest Update on the Global Workforce Initiative
Ontario
IFMA Foundation | The GWI endeavors to introduce the FM profession to students before they make career decisions, and increase the number of accredited FM degree programs worldwide. Learn how and why the foundation has become a major force behind creating opportunities at every stage of the FM career path. Speaker: Jeff Tafel, IFMA Foundation Executive Director, IFMA

10.02 Space Utilization in Real Time: How Sensors and the Internet of Things are Providing Essential Data to Support New Ways of Working
Superior A
Technology and the Evolving Workplace | 200 level | IoT is ushering in exciting new technologies that provide real-time data on how workstations, offices and meeting rooms are used. This session explores a range of emerging technologies that will transform the interaction of people and buildings. We’ll share case studies showing how organizations are using these technologies today and explore the real issues of personal privacy they raise. Speaker: Michael Schley, Chairman, FM:Systems

10.03A Increasing R&D Effectiveness Through Workplace Change: A Case Study
Chicago Ballroom X
Workplace Evolutionaries | 300 level | More research and development organizations are undertaking a complete revision of how they organize their work based on advances in technology and to foster cross-team collaboration among researchers. Learn how to prepare your R&D clients for this change before and during a workplace transition, specifically within a research/lab environment. Speaker: Suki Reilly, mcr.w, CEO, MovePlan; Ray Milora, Head of Design and Change Management, GSK 2084 Business, Leadership, Finance, Communication (BUS) Community

10.03B Remembering the People When Assessing and Transitioning the Workplace Environment
Chicago Ballroom X
Workplace Evolutionaries | 200 level | Adopting a flexible work environment can disrupt individuals, teams and the culture; but when done effectively, it will improve performance, collaboration, engagement, recruitment and retention. Hear the perspectives of experts representing the three primary success factors in achieving disruptive workplace change. Speakers: Suzette Baker, Director of Client Services, e-work.com; Gary Miciunas, Principal, Advisory Services, Nelson; Shannon Solomon, Assistant Vice President and Workplace Program Leader, at Fifth Third Bank

10.04 ISO 41001 - A Game Changer
Michigan A
In 2017, two ISO standards were published, establishing FM on the global stage. These standards have created an international definition of FM as well as defined many of the terms that we can use and therefore understand across borders. Join the presentation to learn how these newly published FM standards will make a difference to you and your organizations as well as our sector worldwide. Speaker: Ted Weidner, Ph.D., PE, AIA, CEFP, F ASCE, CGP, DBIA, Professor, Purdue University

10.05 Real Estate and Business Resilience: What’s it Going to Take to Survive and Thrive in an Age of Disruption?
Superior B
REAL Community | 200 level | We are in a perfect storm as the frequency and intensity of natural disasters, terrorist attacks and violent incidents increases. We need to understand and prepare for these events to quickly recover and return to business as usual. Business resilience is the key to an organization’s ability to survive in this new world of disruption. Using case studies, this session demonstrates how companies are aligning their real estate strategy to identify measures to reduce real estate risks and increase business resilience. Speakers: Diane Coles-Levine, President, Workplace Management Solutions; Janice Cimbalo, Esq., MCR, Senior Vice President, Jones Lang LaSalle

10.06 Increase Outsourcing Success (Building RFPs etc.)
Michigan B
Cleanup Your Bottom Line Presented by ISSA | 200 level | Are you consistently receiving bad services? Learn why building the right RFP will allow your facility to excel. Key words in an RFP can differentiate one provider from another and ensure that you will receive the best services. Speaker: David Frank, President, American Institute for Cleaning Sciences
Able Services is North America’s largest family-owned provider of janitorial, engineering, and facility solutions to over one billion sq. ft. of real estate. Since 1926, Able has consistently delivered world-class service at a competitive value, thereby achieving significant cost savings and efficiencies for its clients. Able’s GreenAble sustainability program ensures best practices and saves clients millions of dollars each year through reduced operating expenses, lower energy costs, and water conservation programs.

Administrative Resource Options Inc. (ARO) is one of the largest woman-owned (WBE) facilities support and business processing outsourcing companies. Using leading edge technology and on-site managed services, ARO has a successful track record of providing customers with material cost savings, process improvements and service enhancements. ARO holds WBENC, NWBOC, CPUC and other related WBE certifications and supports a broad set of verticals encompassing the enterprise corporate Fortune 500, Legal, Medical/Health, Education, Manufacturing, Technology, Professional Services, Financial, Energy/Power, Retail and other related segments.

AmpliVox Sound Systems is a leading U.S. manufacturer of portable sound systems, lecterns, and multimedia workstations. Its goal is to provide top quality professional presentation equipment that sets up easily, delivers perfect performance, and stands the test of time for reliability and durability. Businesses and organizations across the country choose AmpliVox as their portable audio and presentation solution.

AMS CAD + CAFM Solutions is a Premier Certified Business Partner with FM:Systems that specializes in consulting, design, and implementation of facilities management software and technology solutions.

ARC provides facilities and construction teams with cloud-based technology solutions to manage the entire building lifecycle, on any device, online or offline. Mobile dashboards help teams operate buildings more productively and efficiently—day-to-day and during emergencies. ARC has over 90,000 customers and 190 offices worldwide.

ASSA ABLOY Door Security Solutions is a division of ASSA ABLOY, the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience. Headquartered in Stockholm, Sweden, ASSA ABLOY is comprised of over 150 companies in more than 40 countries, all part of the door security industry. ASSA ABLOY’s mission is to provide complete opening solutions, backed by value-added services, to help people feel safer and more secure, thus creating more freedom in their lives.
We help you create the best experience for your brand. Whether you’re in facility maintenance, management or construction, our focus starts – and stays – with you as we partner to understand your brand, its promises and its success. With our BeBetter philosophy leading our commitment, you can be assured that you’re in good hands at Branded Group.

Cambridge Sound Management, Inc. manufactures QtPro and Dynasound sound masking systems to help organizations across multiple industries protect speech privacy, reduce noise distractions, and fuel workplace productivity. Its next-generation sound masking systems work by emitting a uniform, barely perceptible background sound at the frequencies of human speech.

CBRE ServiceInsight provides CMMS mobile applications and browser-based solutions for every role in the facility maintenance work order process. ServiceInsight is the leader in CMMS user adoption, enabling a mobile workforce for commercial real estate occupiers around the globe. With 100,000 plus users in over 50 countries, delivered in 14 languages, ServiceInsight offers easy-to-use applications with high scalability. Reduce costs, gain insight, and boost productivity with ServiceInsight’s solutions for employees, technicians, facility managers, vendors, client support representatives, and operations managers.

CenterPoint Energy offers a wide range of competitive natural gas services and creative energy products through its CenterPoint Energy Services (CES) division to meet our customers’ needs. We work with an array of customers including utilities, power generators, manufacturers, retail, small commercial and residential Choice programs. Our service offerings cover 32 states and serve customers within nearly 100 unique utility territories. These offering include: competitive price options, balancing services, asset management and agency services. CenterPoint Energy Services also offers Mobile Energy Solutions which provides portable natural gas (CNG) and liquefied natural gas (LNG) to utilities, municipalities, commercial and industrial customers.

Founded in 1982, the Chicago Chapter of IFMA's mission is to advance the profession of Facilities Management and to support the professional growth and development of facilities managers in the Chicagoland area. The chapter accomplishes this mission for over 300 members by providing programs that advance our members’ professional education, creating networking and information sharing opportunities, fostering the attainment of CFM, FMP, and SFP designations, acting as an information resource, promoting synergy between professional and associate members, recognizing members’ achievements in the field and championing initiatives that make our members better corporate citizens through community service and sustainability initiatives.

Cisco enables people to make powerful connections – whether in business, education, philanthropy, or creativity. Cisco hardware, software, and service offerings are used to create the Internet solutions that make networks possible—providing easy access to information anywhere, at any time.
CNECT, a national Group Purchasing Organization and Certified Premier Sponsor, offers free access to a comprehensive savings portfolio that includes thousands of contracts covering all aspects of an organization’s purchasing from office supplies and furniture to car rentals and cell phone services. Without compromising quality, we strive to leverage the lowest possible price on contracted services and products for our 7,000+ members, allowing them discounts and services specifically designed to enhance their financial strength.

**Connectrac**

Connectrac is a durable, ultra-low profile floor-mounted wireway system which gives you the freedom to deliver power and data cabling without the need for core drilling, trenching or power poles. The economical Connectrac solutions can be used with multi-circuit powered workstations, classrooms, libraries, workstations, conference tables and more. Connectrac provides FREEDOM you cannot achieve with other solutions.

**Company Kitchen**

Company Kitchen provides food service management through full service Dining, Micro Markets, and Vending Services throughout the US. We service many industries including manufacturing, financial, distribution centers, healthcare, business, colleges, and schools throughout the country.

**ComEd Energy Efficiency Program**

The ComEd® Energy Efficiency Program offers incentives, technical services and whole-building solutions to help businesses use energy more efficiently. Since 2008, 65,000 Northern Illinois businesses have earned over $350 million in total business incentives. These businesses have benefitted from electric bill savings of over $1.1 billion (since 2008), the equivalent of taking 1.5 million cars off the road.

**ergoCentric**

At ergoCentric Seating Systems, our sole mission is to design and manufacture the best ergonomic chairs in the world and we are recognized as North America’s premier manufacturer of high-quality ergonomic seating for office, specialty and healthcare environments.
EverSource provides talented, trained, full-time people to handle office services tasks, ranging from mailroom and copy center management to onsite barista services. From our scientifically-proven hiring process to our focus on great culture and ongoing training, EverSource clients have a team of individuals committed to their daily success and long term goals – specifically matched for them!

Ex-Cell Kaiser to say, ‘We know what it takes...’ to provide quality products, competitive prices and innovative solutions. A family-owned, certified WBE, our dedication to being the best at what we do is what has contributed to our success and longevity. In an increasingly competitive marketplace, Ex-Cell continues to manufacture our products in our Franklin Park, IL, facility and provide our customers, across all markets and industries, with quality solutions that perform the way they should and enhance your brand.

FlexPost Inc. manufactures flexible sign posts and bollards designed to save property managers thousands of dollars in parking lot surface damage and repair and maintenance fees.
GISinc with more than 26 years in GIS, is an employee-owned company located in Birmingham, Alabama, with offices throughout the United States. GISinc has a passion for delivering customer driven location technology solutions to federal, state and local, and commercial organizations. For more information, please visit www.gisinc.com, or call +1-205-941-0442.

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

Heritage Parts is North America’s leading provider of 100% Genuine OEM repair and replacement parts for commercial and institutional kitchens. From hot side to cold side and all equipment in between, count on Heritage Parts to stock the replacement parts you need to maximize equipment uptime.

IGS Solar is a turnkey commercial and residential solar provider that enables businesses to take advantage of solar for no money down, through a solar Power Purchase Agreement (PPA). The solar asset is owned and maintained by IGS Solar, and our customers benefit by saving on their energy costs. We make going solar simple and accessible, and serve as a trusted partner to our customers on projects across the country. IGS Solar is an affiliate of IGS Energy, one of the largest independently-owned energy retailers in the country.

Invicara unlocks BIM for FM with BIM Assure – easy-to-use, cloud software for managing building data. Now, you can get easy access to BIM and your design and construction teams can deliver complete, reliable building information. For handover of construction projects, BIM Assure helps you get your space and maintenance tools up and running quickly! For existing buildings, BIM Assure gives you a simple but complete “digital building manual” for your team and vendors. No BIM gurus on staff? No problem! Invicara can help you succeed with services for planning, delivery, and management of data throughout design and construction.
iOffice is the leading workforce-centric IWMS for the commercial real estate industry. The Saas platform equips C-suite executives, strategic planners and FMs with the real-time data and communication tools they need to plan effectively for the future of their workforce and workspace. With 10 customizable modules supporting FM, occupancy planning and space use, room booking to mailroom and other office management functions, iOffice was built to be simple and robust, requiring minimal training or clicks to accomplish any task. Founded in 2000, iOffice supports thousands of fast growing companies to manage, plan and grow their businesses around the world.

ISSA helps increase members’ professionalism and success through its popular global website, www.issa.com, and by offering business tools, educational products, industry standards, publications, and legislative and regulatory services that specifically focus on the professional cleaning industry. It is through these initiatives that ISSA helps its members demonstrate the true value of clean to their varied constituents.

Kärcher North America is the leading manufacturer of commercial, industrial and consumer cleaning equipment in North America.

Kastle Systems has been the leader in managed security services including access control, video surveillance and visitor management since 1972. Kastle was named the 2015 Security Integrator of the Year and is ranked #16 on SDM’s list of largest security companies. Kastle sets the standard for the design, installation, operation, and remote management of non-residential security systems. Kastle is the only company that operates and manages security systems for its clients offsite, 24/7 in 4 state-of-the-art Operations Centers. Kastle successfully protects more than 10,000 sites for customers that include commercial real estate, global retail brands, commercial enterprises, and government facilities.

Varsity Facility Services | A KBS Company is a comprehensive integrated facility services provider with over 125 years of combined facility management services in the retail, commercial, education, healthcare, financial, manufacturing and logistics services arenas. We service 1 Billion square feet daily, providing national janitorial services in all 50 states, Puerto Rico and Canada. We also provide logistics and exterior services to some of the nations leading transport and distribution companies. Our proprietary technology assures over 42,000 locations receive professional services everyday. To learn more of what The KBS Family of Companies can provide, visit us at www.varsityfs.com and www.kbs-services.com.

Founded in 1987, KeyTrak was the first company to create a computerized drawer to safeguard and track keys and assets, and to develop industry-specific key control software. With more than 11,000 installations in universities and other facilities worldwide, KeyTrak is considered the industry leader in key control and asset management.
LogCheck is the easiest way to stay on top of routine maintenance tasks, inspections, and meter readings. Building operators and engineers use our iOS app to stay organized, improve communication, and gain greater insights from their regular inspections process. Management loves it because it creates accountability. Engineers love it because it’s simple. Try it free at www.logcheck.com.

LT Security Inc. or LTS, is a U.S. based company that delivers industry leading security solutions and value-added services in video surveillance with a full line of CCTV, access control, burglar/fire alarms, cabling and more. We focus on quality products and quality customer support, bringing you only what you expect. With outstanding sales and technical support team, 10 out of 10 customers comment that LTS helps achieve what most other companies cannot. We design our systems to meet your requirements and provide after-sales support to make your job easier.

MC Lighting Solutions is the one source for all your lighting needs. MC offers a complete lighting portfolio from lighting program management, service, and maintenance to interior and exterior lighting energy-efficient upgrades. MC effectively manages the entire program from development, design, and installation to rebates and incentives. MC seamlessly manages your entire, customized lighting program while providing a single point of contact as well as the tools to keep you informed at a moment’s notice.

MultiView partners with IFMA to publish two key IFMA membership benefits: the online FM Buyer’s Guide and the IFMA Insiders, weekly newsbriefs emailed to all members. To learn more, visit www.ifma.org.
Credentials Can Be Game Changers! Fast Forward Your FM Career with Northern Illinois University

NIU’s Department of Continuing Professional Education specializes in the delivery of credentialing programs for Facility Management, Human Resources, Project Management, Internal Audit and Safety Professionals. NIU is also home to the National Safety Education Center providing public and private sector OSHA training. NIU is a licensed provider of IFMA’s Facility Management Professional® (FMP®) Credential Program (deliver in online and classroom formats) and IFMA’s Sustainability Facility Professional® (SFP®) Credential Program. Customized on-site delivery is available for groups of ten or more employees. Visit www.niupd.niu.edu for program details.

Powerfully simple facility management software. At OfficeSpace we believe that facility management software should be simple and enjoyable to use, fully featured without being over complicated, and visually appealing, without putting a burden on IT. We remove the complexity of managing space and employee moves in organizations with multiple floors, large numbers of people, even different global locations. Our intuitive Visual Directory puts facility managers in control of their floor plan map, and detailed reporting enables them to effectively monitor and utilize available space, with minimal training required.

OnePlus Systems is an Illinois-based provider of intelligent and sustainable monitoring solutions that help to create smarter working environments, significantly reduce logistical and workforce inefficiencies, and support ongoing process improvement. By combining cutting-edge wireless monitoring devices and powerful cloud-based analytics, OnePlus connects companies to their container assets, enabling the most efficient collection of delivery services, and gaining the analytical insights to inform sustainable corporate strategies. With over 25 years’ experience connecting organizations to their environment, OnePlus deliver unmatched visibility and the operational intelligence to help businesses excel.

ProLease Real Estate and Facility Management IWMS software is comprised of five integrated modules that are extremely powerful, yet very easy to use. These best-in-class solutions work together seamlessly or may be implemented separately. We offer Lease Administration, Project Tracking, Workplace, and Maintenance modules. Our philosophy at ProLease has always been, “It’s not what you do, it’s how you do it.” While some competitors have similar features and functionality, ProLease simply does it better! We have spent the last 20 years learning how our clients like to work and have developed the ProLease user interface in response to their feedback.

Pure Water Technology® is a bottleless water cooler manufacturer supplying state-of-the-art water purification systems for the workplace. Our multi-stage water purification systems represent the best-in-class, bottleless water cooler alternative. Pure Water Technology’s systems offer superb drinking water, improved sustainability and immediate cost savings for most commercial applications, from the office to manufacturing to retail.

Quest provides the communities we serve with fresh, high-quality food, exceptional responsiveness and intensely personal service. We serve business & industry, higher education, conference centers and the K-12 segment. We have a depth of experience in facility and equipment design and construction, offer a wealth of expertise in nutrition, marketing, food safety and sanitation, staff management and community building.
EXHIBITOR PROFILES

BOOTH: 704
Rabine Group
900 National Pkwy.
Schaumburg, IL 60173 USA
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W: www.rabine.com

Rabine Paving America (RPA) is a commercial pavement construction, maintenance and engineering company. RPA is a national company performing work in all 50 states. We have managed over 2.5 billion square feet of pavement since we started in 1981. RPA offers a spectrum of pavement services, including concrete, asphalt, pervious concrete, porous asphalt, roller compacted concrete and decorative pavements.

BOOTH: 508
Reflective Roofing LLC
3816 Lizette Lane
Glenview, IL 60026 USA
P: +1-847-370-6550
W: www.reflectiveroofing.com

Reflective Roofing LLC has had tremendous success in extending the useful life of older existing flat commercial roofs by protecting them from the elements, the heat from the sun and the sun’s UV rays with the use of glossy white reflective sheet membranes, all for the modest price of about 1.50 $/square foot labor and material all in. Why do a 10 $/sq ft tear-off and new roof if you can extend the life of your existing roof for ten years for 1.50 $/sf?

BOOTH: 608
Riptide Tek
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Mississauga, ON L5L 1J5 Canada
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P: +1-833-898-9357
W: www.riptidetek.com

Riptide Tek is a manufacturer of smart wireless liquids levels detection technologies. Our FOGMonitor ultrasonic detection system measures layers of FOG (fats, oils and grease) down to the solids layer within a grease interceptor and relays this information wirelessly within the facility. The quick and easy-to-install set-up negates the necessity for costly wired installs, while providing the operator with relevant information. This information can help an operator ensure the interceptor is working within its capacity and within regulatory limits. In many cases, FOG-monitored and properly maintained interceptors are granted extended pump out cycles, further providing cost savings to the facility.

BOOTH: 811
RPM Group
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Sacramento, CA 95842 USA
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RPM is a national leader in innovative and sustainable flooring solutions. We provide Concrete Polishing, Lane Striping, Concrete Sealing, Concrete Staining, Overlayments, Epoxy Removal, Epoxy Coatings, and Surface Preparation and Remediation services to clients whose needs vary diversely and geographically. Our finishes – which have been tested and proven to be safe and sustainable – are specifically crafted to each client’s expectation. RPM is committed to providing a surface that is performance driven, easy to maintain, and extremely durable for outstanding longevity. A single call is all it takes to get equipment and personnel to any of your locations.

BOOTH: 305
SCLogic
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Annapolis, MD 21401 USA
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P: +1-888-722-6269
W: www.web.sclogic.com

Founded in 1996, SCLogic is a leading provider of innovative facilities workflow platform software that leverages the latest scanning, printing, mobile computing and wireless technologies. The company has thousands of enterprise, government, and university users around the world. SCLogic is headquartered in Annapolis, MD, with offices in New Jersey, Texas, Florida, Virginia, and California. For more information about SCLogic, please visit http://www.SCLogic.com.
**BOOTH: 609**
Sensa Networks  
80 Galaxy Blvd., Unit 10  
Etobicoke, ON M9W 4Y8 Canada  
P: +1-833-467-3672  
W: www.sensanetworks.com

Sensa Networks is a smart sensor technology platform that helps businesses and municipalities save costs and improve operational transparency. The company is a pioneer in the clean tech industry, and has developed proprietary hardware and software that is used for both sustainability programs in the waste management industry and for preventative maintenance programs in many industrial applications.

**BOOTH: 804**  
SERVPRO of Wheaton/Glen Ellyn/Lisle  
2206 N. Main St., #333  
Wheaton, IL 60187 USA  
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W: www.servprowheatonglenellynlisle.com

SERVPRO® of Wheaton/Glen Ellyn/Lisle specializes in the cleanup and restoration of residential and commercial property after a fire, smoke, or water damage situation. We also mitigate mold and mildew from your home or business. Our staff and crew are highly trained in property damage restoration. From initial and ongoing training at our corporate training facility to regular IICRC industry certification, you can be assured our staff are equipped with the knowledge they need to restore your property. With advanced “real-world” training facilities, you know you are in good hands with us.

**BOOTH: 406**  
Sodexo | Roth  
3847 Crum Road  
Youngstown, OH 44511 USA  
P: +1-330-793-5571  
P: +1-800-USA-ROTH  
W: www.SodexoRoth.com

A 93+ year old organization, Sodexo | Roth provides national HVAC/R, Roofing, and Facility Automation Service through an On-Demand, Mobile Maintenance process. Additional service includes HVAC Construction, Metal Fabrication, and Energy Management Services. With a creed to experience, quality, consistency, professionalism, and technical competency – Sodexo | Roth holds high regard in the National Marketplace with immense resource allocation from Sodexo’s global network. All services rendered resonate a syncopation of tried and true experience along with cutting edge technological trends.

**BOOTH: 614**  
SOPREMA  
310 Quadral Drive  
Wadsworth, OH 44281 USA  
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W: www.soprema.us

SOPREMA offers a comprehensive line of commercial roofing, waterproofing, wall protection and civil engineering solutions, combining superior products and systems with decades of proven performance. Our solutions include industry leading SBS-modified bitumen membranes, polymeric PMMA/ PMA liquid applied membranes and synthetic single-ply PVC membranes. For applications as diverse as roofing, below-grade waterproofing, plaza deck and balcony waterproofing, air and vapor barriers and bridge and parking structures, SOPREMA has the solution. SOPREMA’s relentless pursuit of technological advancement, sustainability and product quality has been known and respected around the world for over 100 years.

**BOOTH: 204**  
SpaceIQ  
1400 Terra Bella Ave., Suite E  
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SpaceIQ is a technology company founded by seasoned business and technology leaders to transform every workplace from a cost center into a competitive advantage. The SpaceIQ workplace management platform is a smart IWMS/ CAFM solution with a suite of powerful and easy-to-use workplace optimization features such as space planning, move management, real estate forecasting and more, helping companies of any size to increase engagement, fuel productivity and reduce costs through operational efficiency and centralized visibility. SpaceIQ is headquartered in Mountain View, California with offices in Sandy, Utah. For more information http://www.spaceiq.com.

**BOOTH: 507**  
Standing inOvation  
1057 W. 5th Ave.  
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Standing inOvation is the only system that can transform your existing office workstation into a fully height adjustable sit-stand desk with over 19 inches of travel, over 250lbs of lift, and smart safety features built in as standard. The patented retrofit design works universally with all major cubicle systems, meaning no matter what cubicles you already have. Standing inOvation allows you to keep your office layout and reuse your existing work surfaces, helping to keep your costs down with an environmentally friendly sit-stand solution.

**EXHIBITOR PROFILES**
Universal Electric Corporation (UEC), the manufacturer of Starline, is a global leader in power distribution equipment. For more than 30 years, Starline Track Busway has provided data center, retail, health care, higher education, and industrial facilities with the most flexible, reliable, and customizable power distribution systems on the market. Company products include the Critical Power Monitor (CPM), which works in conjunction with Starline Track Busway to improve energy efficiency; Plug-In Raceway, the flexible, wall-mounted power distribution system; and DC Solutions, the revolutionary 380V direct current alternative for data centers.

Steamatic offers restoration and cleaning services in franchise territories throughout the United States and worldwide. Steamatic’s highly trained and certified technicians work with insurance agents and adjusters as well as residential & commercial clients to offer restoration services, including fire & smoke restoration, water damage restoration, mold remediation, and contents recovery. Commercial and residential cleaning services include carpet & area rug cleaning, hard surface cleaning, air duct cleaning, and upholstery cleaning. Steamatic is celebrating nearly five decades of franchising, and is recognized as a top franchise network.

Summit Roofing provides industrial and commercial property owners and facility managers with roofing services ranging from scheduled maintenance to re-roofing, to insurance claims management. We work with our clients to help them determine the life span of their roofing systems and provide them with options that will reduce their energy costs and protect their buildings and assets. Summit Roofing serves the Southeast Region with offices located in Nashville, Chattanooga and Cleveland TN. At Summit, we dedicate our hearts, minds and backs to serving our customers by providing quality workmanship, communication and customer service of the highest kind quality and order.

SunVest is a leading, high-integrity solar design/build company, helping commercial, industrial and non-profit clients cut their energy bills by 20% to 50% while government and utility incentives pay for 90% of the cost, resulting in a 3 to 5 year payback. Solar energy is a solid-state, mainstream and durable technology with virtually no routine maintenance, and SunVest can structure the purchase to fit its client’s needs, from direct purchase, to operating lease, to a Power Purchase Agreement (PPA) where SunVest installs the system at no cost and the company pays only for the electricity used.

TaskEasy works with property owners and managers in all 50 states to supply quality lawn care services. Our simple-to-use online platform facilitates exterior services such as lawn care, aeration, gutter cleaning, and mulch installation through our network of more than 5,000 licensed and insured contractors. We are your one-stop-shop for exterior maintenance.

The Millennium Group is a widely-recognized premier provider of Mail, Print and Office services outsourcing to business enterprises across the U.S. and Canada. Experts drive down operating costs while optimizing service delivery in Mail, Shipping, Receiving, Warehousing, Centralized and Distributed Print, Records and Scanning Management, Reception, and related Administrative support. Operating its own digital print and document fulfillment centers gives The Millennium Group a unique capability to provide hybrid (on-site and off-site) solutions to limit exposure, mitigate risk, and achieve cost savings. We achieve measurable results with continually trained professionals, a robust technology platform, and best operating practices.
EXHIBITOR PROFILES

BOOTH: 807
The Office Connection
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The Office Connection is one of the largest providers of office products, furniture, facility supplies, break-room items, printing, company branded items and recycling programs. Although our programs are national in scope, as a local dealer, we are committed to serving our customers with influential programs that are custom tailored to their needs. Our trained account executives may help provide them with one of these custom programs. Our inside sales and support staff are very knowledgeable and responds to our customers’ needs immediately. At TOC we want raving fans, not just satisfied customers.

BOOTH: 710
Tovar Snow Professionals
195 Penny Ave.
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Tovar Snow Professional has been an industry leader in snow and ice management for over 25 years. We offer comprehensive snow solutions for businesses in Illinois, Indiana, Southern Wisconsin, and the Greater St. Louis Metro area. At Tovar Snow Professionals, we are passionate about quality and providing heroic customer service. Being a snow and ice only company allows us to focus our time on our core competency. Our proficiency in snow and ice management provides customers instant communication, instant action and instant relaxation.”

BOOTH: 503
Tremco Roofing & Building Maintenance
3735 Green Road
Beachwood, OH 44122 USA
P: +1-719-522-2440
W: www.tremcoroofing.com

For over 75 years, Tremco Incorporated has been the leading provider of roofing products; maintenance; and replacement, restoration and repair services, as well as the innovator of many other products and services dedicated to roofs and the building envelope. We support clients with 11 manufacturing plants and over 2,000 employees worldwide. Field personnel are highly trained and experienced in roofing processes, products, and installation. Our service division, Weatherproofing Technologies, Inc., is the first roofing services organization to be ISO 9001:2000 certified.

BOOTH: 317
Versico Roofing Systems
1285 Ritner Hwy.
Carlisle, PA 17013 USA
P: +1-800-992-7663
W: www.versico.com

Versico was formed in 1993 through the acquisition of a major single-ply roofing company. Now, more than twenty five years later, Versico has positioned itself as one of the top three single-ply roofing system manufacturers in the U.S.. Versico has been instrumental in the development of today’s leading technologies in the commercial roofing industry. Versico’s product offerings include VersiGard® EPDM, VersiWeld® TPO, VersiFleece® TPO and PVC, VersiFlex® PVC, VersiFlex-E PVC with Elvaloy, garden roof systems and a complete line of insulation and accessory products. Each of these systems comes with several warranty options ranging from five to thirty years.

BOOTH: 203
Workframe
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Workframe is the collaboration platform for real estate teams. It drives efficient communication and decision-making across real estate projects of any scope. Workframe is the only platform designed specifically for Real Estate and Facilities professionals seeking a more intelligent way to manage initiatives of any scale – from new builds to daily maintenance. Our purpose-built communication and workflow tools drive efficiency, accelerate project timelines and significantly reduce complexity.
ACCESS FLOORING
Connectrac 402

ACOUSTICAL/SOUND MASKING
Cambridge Sound Management 602
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ASSA ABLOY Door Security Solutions 417
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ASSET MANAGEMENT/LIQUIDATION
EMG 605
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Cisco 802
Connectrac 402
NFS Technology Group 409

BENCHMARKING
EMG 605
Innovative Hospitality Solutions 709

BEVERAGE COMPANIES/COFFEE/VENDING
Coffee Unlimited 303
Company Kitchen 208
Fooda 516

BUILDING AUTOMATION
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ComEd Energy Efficiency Program 517
Sodexo | Roth 406

BUILDING COMPONENTS
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BUILDING CONSTRUCTION/DESIGN
FlexPost Inc. 603
Invicara 613

BUILDING ENVELOPE
Reflective Roofing LLC 508
SOPREMA 614
Tremco Roofing & Building Maintenance 503
Versico Roofing Systems 317

BUILDING MAINTENANCE/REPAIR/RESTORATION
BRANDED GROUP 207
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BUILDING MAINTENANCE/SUPPLIES
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CAD/CAFM
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EverSource 209
GI-SINC 611
The Millennium Group 411

CARPET CARE
Karcher North America 202

CARPET/FLOORING/TEXTILES/FLOOR COVERING
RPM Group 811

COMPUTER SUPPORT PRODUCTS
Connectrac 402

CONSTRUCTION MANAGEMENT/GENERAL
BRANDED GROUP 207
GI-SINC 611
SunVest Solar 607

CONTRACTOR - GENERAL
BRANDED GROUP 207
SERVPRO of Wheaton/ Glen Ellyn/Lisle 804

DESIGN BUILD
GI-SINC 611

DISASTER RECOVERY/EMERGENCY RESPONSE
CenterPoint Energy Services, Inc. 416
SERVPRO of Wheaton/ Glen Ellyn/Lisle 804
Steamatic, Inc. 304

DISASTER RECOVERY/RESTORATION
SERVPRO of Wheaton/ Glen Ellyn/Lisle 804
Steamatic, Inc. 304

DOORS
ASSA ABLOY Door Security Solutions 417

EDUCATIONAL SEMINARS/WORKSHOPS
Chicago Chapter of IFMA 315
ISSA - The World Wide Cleaning Industry Association 708
Northern Illinois University 410

ELECTRICAL/WIRE MANAGEMENT
Connectrac 402
Starline 205

ELECTRICITY/ENERGY SOLUTIONS
CenterPoint Energy Services, Inc. 416
ComEd Energy Efficiency Program 517
NCLED 519
Starline 205
SunVest Solar 607

EMERGENCY PREPAREDNESS
ARC Technology Solutions 502
Kastle Systems 403
SERVPRO of Wheaton/ Glen Ellyn/Lisle 804

ENERGY SOLUTIONS/MANAGEMENT
CenterPoint Energy Services, Inc. 416
EMG 605
IGS Solar 109
LogCheck 306
Nania Energy Advisors 808
Sodexo | Roth 406

ENGINEERING
Able Services 604
EMG 605

(bolded companies are CSPs) EXHIBITORS BY CATEGORY
ENVIRONMENTAL CONSULTANTS
EMG 605
SunVest Solar 607

ERGONOMICS
ergoCentric 418
Standing inOvation 507

FACILITY AUDITING
ComEd Energy Efficiency Program 517

FACILITY MANAGEMENT
Able Services 604
Administrative Resource Options, Inc 615
ARC Technology Solutions 502
BRANDED GROUP 207
Cisco 802
EverSource 209
Ex-Cell Kaiser 506
FM:Systems, Inc. 515
Geospatial Analytics, Inc. 518
GISinc 611
GOJO Industries 302
KeyTrak, Inc. 616
LogCheck 306
ProLease IWMS 510
Riptide Tek 608
SCLogic 305
Sensa Networks 609
Sodexo | Roth 406
SpaceIQ 204
The Millennium Group 411

FIRE DETECTION/PROTECTION/ALARM/SYSTEMS
Kastle Systems 403
LTS Chicago Enterprises Inc. 103
Rusoh Inc. 311

FLOORING INSTALLATION/MAINTENANCE
RPM Group 811

FM CONSULTANTS/SERVICES/PROVIDERS
AMS CAD + CAFM Solutions 414
ARC Technology Solutions 502
Innovative Hospitality Solutions 709
ProLease IWMS 510
Roof Asset Management USA 206
SpaceIQ 204

FM PROVIDERS
SpaceIQ 204

FM SERVICES
Able Services 604
EverSource 209

FM SOFTWARE
AMS CAD + CAFM Solutions 414
ARC Technology Solutions 502
CBRE 705
FM:Systems, Inc. 515
iOffice, Inc. 105
Invicara 613
OfficeSpace Software 511
OnePlus Systems Inc. 309
ProLease IWMS 510
SCLogic 305
Workframe 203

FOOD SERVICE MANAGEMENT
Company Kitchen 208
Fooda 516
Innovative Hospitality Solutions 709
Quest Food Management Services 405
Riptide Tek 608

FURNITURE
AmpliVox Sound Systems 514
ergoCentric 418
Standing inOvation 507
The Office Connection 807
Workframe 203

FURNITURE INSTALLATION AND MANAGEMENT
Standing inOvation 507
The Office Connection 807

HEALTH & SAFETY
Standing inOvation 507

HOT DESKING
NFS Technology Group 409

HOTELING
AMS CAD + CAFM Solutions 414
ergoCentric 418
iOffice, Inc. 105
NFS Technology Group 409
SCLogic 305

HVAC CONTROLS
ComEd Energy Efficiency Program 517
LogCheck 306
Sodexo | Roth 406

ICE DISPENSERS/MACHINES
Pure Water Technology 610

INDOOR AIR QUALITY
Steamatic, Inc. 304

INTEGRATED WORKPLACE MANAGEMENT SYSTEMS (IWMS)
AMS CAD + CAFM Solutions 414
Cisco 802
FM:Systems, Inc. 515
Invicara 613
iOffice, Inc. 105
KBS Commercial | Varsity 107
OfficeSpace Software 511
SCLogic 305
SpaceIQ 204

INTERIOR DESIGN
Ex-Cell Kaiser 506

JANITORIAL SERVICES/CLEANING PRODUCTS
Able Services 604
Ex-Cell Kaiser 506
GOJO Industries 302
KBS Commercial | Varsity 107
OfficeSpace Software 511
The Office Connection 807

KITCHEN DESIGN
Company Kitchen 208
Innovative Hospitality Solutions 709

LANDSCAPE/Maintenance/Plants/Services/Supplies
KBS Commercial | Varsity 107
OfficeSpace Software 511
TaskEasy 308

LIGHTING
MC Lighting Solutions 702
NCLED 519
Starline 205

LIGHTING/CONTROLS
ComEd Energy Efficiency Program 517
MC Lighting Solutions 702
NCLED 519

LOCKS
ASSA ABLOY Door Security Solutions 417
Kastle Systems 403

OFFICE PRODUCTS/ACCESSORIES
Standing inOvation 507

EXHIBITORS BY CATEGORY (bolded companies are CSPs)
EXHIBITORS BY CATEGORY

OFFICE SUPPLIES/PRINTING
The Office Connection 807

OUTSOURCING
Able Services 604
Administrative Resource Options, Inc 615
EverSource 209
The Millennium Group 411

PROJECT MANAGEMENT
BRANDED GROUP 207
EverSource 209
Invicara 613
MC Lighting Solutions 702
Northern Illinois University 410

PROPERTY MANAGEMENT CONSULTANTS
Innovative Hospitality Solutions 709

PUBLICATIONS
Multiview: Publisher of IFMA's 703
FM Buyer's Guide and IFMA Insiders

REAL ESTATE SOFTWARE
CBRE 705
FM:Systems, Inc. 515
Geospatial Analytics, Inc. 518
LogCheck 306
ProLease IWMS 510

RECORDS MANAGEMENT
LogCheck 306
The Millennium Group 411

RECYCLING
Ex-Cell Kaiser 506
SunVest Solar 607

RELOCATION MANAGEMENT/EQUIPMENT
OfficeSpace Software 511

REPROGRAPHICS
EverSource 209

RESTORATION/Maintenance
Heritage Parts 707
Rabine Group 704

RESTROOM PRODUCTS
GOJO Industries 302
The Office Connection 807

ROOFING
Reflective Roofing LLC 508
Roof Asset Management USA 206
Sodexo | Roth 406

SOPREMA 614
Summit Roofing 809
Tremco Roofing & Building Maintenance 503
Versico Roofing Systems 317

SAFETY
AmpliVox Sound Systems 514
Northern Illinois University 410
Rusoh Inc. 311

SCHEDULING
NFSTechnology Group 409

SECURITY
ASSA ABLOY Door Security Solutions 417
Cisco 802
Kastle Systems 403
LTS Chicago Enterprises Inc. 103

SECURITY SYSTEMS
Kastle Systems 403
KeyTrak, Inc. 616
LTS Chicago Enterprises Inc. 103

SIGNAGE
FlexPost Inc. 603
MC Lighting Solutions 702

SNOW/ICE MANAGEMENT
Tovar Snow Professionals 710

SOUNDMASKING
Cambridge Sound Management 602

SPACE PLANNING/MANAGEMENT
FM:Systems, Inc. 515
iOffice, Inc. 105
NFSTechnology Group 409
OfficeSpace Software 511
The Office Connection 807

SUSTAINABLE PRODUCTS/SERVICES
ASSA ABLOY Door Security Solutions 417
CenterPoint Energy Services, Inc. 416
Connectrac 402
EMG 605
GOJO Industries 302
IGS Solar 109
OnePlus Systems Inc. 309
Sensa Networks 609
SOPREMA 614
SunVest Solar 607

TECHNOLOGY SOFTWARE TOOLS
Administrative Resource Options, Inc 615
AMS CAD + CAFM Solutions 414
ARC Technology Solutions 502

CBRE 705
Cisco 802
Geospatial Analytics, Inc. 518
Invicara 613
iOffice, Inc. 105
NFSTechnology Group 409
OfficeSpace Software 511
OnePlus Systems Inc. 309
Sensa Networks 609
Workframe 203

VISITOR MANAGEMENT
Kastle Systems 403

WALL SYSTEMS
SOprema 614
Starline 205

WASTE MANAGEMENT
Ex-Cell Kaiser 506
OnePlus Systems Inc. 309
Riptide Tek 608
Sensa Networks 609

WATER & FIRE RESTORATION
SERVPRO of Wheaton/ Glen Ellyn/Lisle 804

WATER TECHNOLOGY
Pure Water Technology 610
Riptide Tek 608

WATERPROOFING
Reflective Roofing LLC 508
SOprema 614
Tremco Roofing & Building Maintenance 503
Versico Roofing Systems 317

WIRE MANAGEMENT
Connectrac 402

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We look forward to seeing you again next year for more leadership and FM learning, networking and inspiration.

Mark your calendar for April 8-10, 2019, and plan to join us at the Marriott Marquis in Atlanta, Georgia for the Facility Fusion 2019 Conference and Expo.
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