SAMPLE REPORT

Operations and Maintenance Benchmarks

IFMA FM Research & Benchmarking Institute RAP Resource Advantage Platform

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Institute

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PREPARED BY

Simplar is a collaborative team of faculty and researchers from universities across the United States who specialize in facility organizational assessment, performance measurement & analytics, process improvement, and advanced procurement delivery systems. Learn more at www.simplar.com.

ABOUT IFMA

IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 100 countries. This diverse membership participates in focused component groups equipped to address their unique situations by region (134 chapters), industry (16 councils) and areas of interest (six communities). Together they manage more than 78 billion square feet of property and annually purchase more than US$526 billion in products and services. Formed in 1980, IFMA certifies professionals in facility management, conducts research, provides educational programs, content and resources, and produces World Workplace, the world's largest series of facility management conferences and expositions. In addition, IFMA's collaboration with the Royal Institution of Chartered Surveyors is transforming the global FM profession by unifying standards, offering comprehensive career advancement resources and magnifying the status of practitioners. For more information, visit www.ifma.org/ricscollaboration. To join and follow IFMA's social media outlets online, visit the association's LinkedIn, Twitter, Facebook, YouTube and Flickr pages. For more information, visit the IFMA press room or www.ifma.org.

Operations and Maintenance Benchmarks: IFMA Facility Management Credentials

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Sustainable Operations and Maintenance Practices

Green Certification Status
Recycling
Green Janitorial Practices
Water Conservation
Energy Management Practices

Report Selection

Facility Use:

Region: All

Size: All

Facility Age: All

Building Information

	RSF	GSF	Developed Acres	Facility Age	Operating Days / Week	Hours/Day
Mean	5,555,555	5,555,555	5,555	55	55	55

Occupants

	Number Of Occupants	GSF / Occupant	RSF / Occupant
Mean	5,555	555	555

Building Green Certification Status

As organizations recognize the importance of conducting business in a socially responsible manner, they are scrutinizing how its facilities impact the environment. About 47 percent of the respondents reported they had some green elements, but no certification (compared to 61 percent in the previous report). The respondent was asked whether their buildings had any type of 'green certification.'

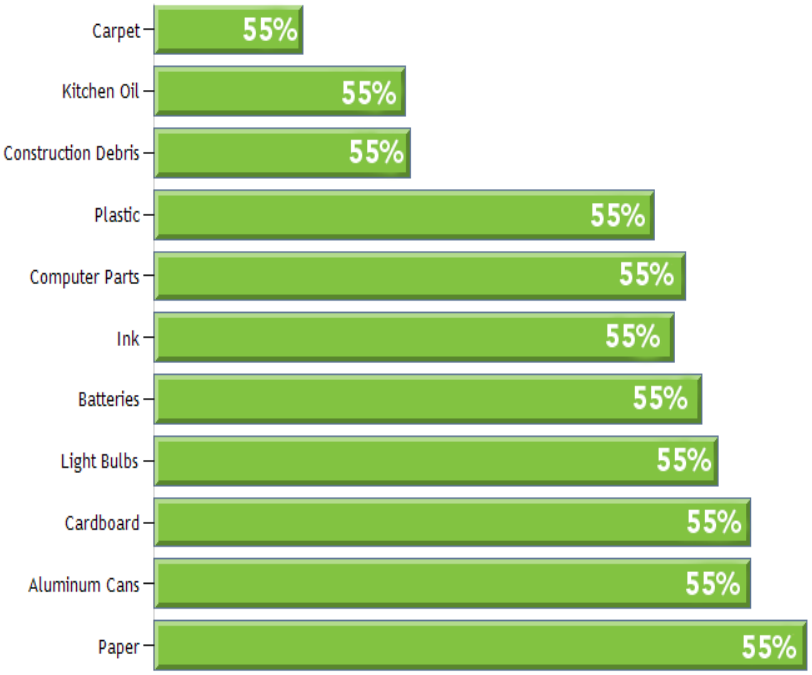
NO GREEN ELEMENTS	PLANS FOR CERTIFICATION	GREEN ELEMENTS, NO CERTIFICATION	ONE OR MORE BUILDINGS CERTIFIED
5%	5%	5%	5%

Sustainability Programs

	ENERGY STAR / Energy Monitoring	Life Cycle Assessment for Purchases	Environmentally Preferred Purchasing Program	Formal Measuring and Monitoring Process	No Sustainability Programs
% Using	5%	5%	5%	5%	5%

Recycling

About 55 percent of the respondents have implemented some type of recycling program. Paper is the most common item recycled.



Percent of Solid Waste Diverted from Landfill

Percentile	% of Solid Waste
99%	55.55
95%	55.55
90%	55.55
75%	55.55
50%	55.55
25%	55.55
10%	55.55
5%	55.55
1%	55.55
Mean	55.55

Green Janitorial Practices

Since cleaning is a labor-intensive process, one of the goals of green cleaning is to minimize exposure of chemicals and cleaning agents to housekeeping staff, workers and visitors while minimizing waste into the environment.

%	GREEN CLEANING
55%	Use cleaning chemicals that meet green cleaning certified standards
55%	Use janitorial paper products made with recycled content/renewable resources
55%	Have an effective walk-off mat system outside and inside each entry
55%	Use vacuum cleaners with high-filtration filters
55%	Use automatic chemical dispensers to reduce exposure and ensure proper dilution
55%	Use microfiber wipes & mops instead of traditional dusters, mops and damp mops
55%	Stand-up/upright vacuum cleaners are still used
55%	Eliminated all disinfectants and sanitizers, except where specifically required
55%	Utilize vacuum cleaners with a decibel level less than 70
55%	Replaced multi-fold hand towels with hand dryers
55%	Reduced/eliminated plastic trash liners (substituting reusable-liners)

%	Green Cleaning Strategy
55%	Janitorial procedures are audited on a periodic basis
55%	Green cleaning certified staff or contract service
55%	Implemented a green cleaning training program for janitorial staff
55%	Green cleaning procedures are documented
55%	Green cleaning training is regularly provided and documented
55%	NO Green Cleaning Procedures

Legislative Sustainability Mandates

	WASTE STREAM MANAGEMENT	WATER	ELECTRICITY	ENERGY STAR SCORES	CARBON REPORTING	NO LEGISLATIVE MANDATES
% using	55%	55%	55%	55%	55%	55%

Energy Management Practices

Energy management practices examined included lighting, equipment and controls, building and envelope, and renewable sources. The energy management practices that are most often implemented, such as the adjustment of thermostats and HVAC operating hours, do not require an outlay of capital.

%	EQUIPMENT & CONTROLS
55%	Adjusted operating hours of HVAC%
55%	Installed variable speed drives for pumps and motors%
55%	Monitor power quality to balance loads and reduce waste heat%
55%	Installed energy efficient motors%
55%	Set back thermostat%
55%	Installed energy efficient heating equipment%
55%	Installed energy efficient ventilation equipment%
55%	Installed energy efficient chillers%
55%	Increased number of times monitored/controlled w/ building automation systems%
55%	Require the purchase of energy efficient selections (e.g., Energy Star)%
55%	Installed energy efficient air compressors%
55%	Repaired compressed air and steam leaks%
55%	Change pneumatic controls to digital%
55%	Asset direct metering (e.g., pumps, motors, etc.)%
55%	Implemented smart metering%
55%	Installed electrical sub-metering for usage tracking of sub-units%
55%	Implemented smart or automated demand response%

%	BUILDING ENVELOPE
55%	Performed thermal imaging study to detect sources of building heat loss%
55%	Improved building shell insulation%
55%	Installed energy efficient windows%

%	LIGHTING
55%	Replaced existing light fixtures with new light fixtures%
55%	Installed occupancy sensors%
55%	Retrofitted existing light fixtures%
55%	Adjusted operating hours of lighting%
55%	Selectively reduced the number of lamps in over-lit areas%
55%	Implemented daylight harvesting%

%	RENEWABLE
55%	Installed solar systems for electric use%
55%	Has electric vehicle charging stations%
55%	Purchased green power from an outside source%
55%	Uses alternative or renewable energy%
55%	Has onsite power generation%
55%	Installed a wind generation system for electricity%
55%	Installed solar power for hot water%
55%	Installed solar systems for heat use%
55%	Installed a geo-thermal system%

Water Conservation

The most common water conservation practices were installing low-flow water fixtures and planting native/drought tolerant plants.

CLIMATE ZONE	LOW-FLOW FIXTURES	WATERLESS URINALS	COOLING TOWER BLOWDOWN RECYCLING	RAIN HARVESTING	DROUGHT TOLERANT PLANTS	COMPUTERIZED IRRIGATION CONTROLLERS	REDUCED IRRIGATION	RECLAIMED WATER	OTHER
Hot-Humid	55%	55%	55%	55%	55%	55%	55%	55%	55%
Mixed-Humid	55%	55%	55%	55%	55%	55%	55%	55%	55%
Hot-Dry	55%	55%	55%	55%	55%	55%	55%	55%	55%
Mixed-Dry					55%	55%	55%	55%	
Cold	55%								
Marine	55%	55%	55%	55%	55%	55%	55%	55%	55%
CN2	55%	55%	55%	55%	55%	55%	55%	55%	

Energy Management Strategy and Employee/Tenant/Training Practices

	Conducted Energy Audit	Strategic Energy Management Plan	Hired Energy Consultant to Improve Energy Efficiency	Written Plan for Strategic Energy Management	Assess Energy Management Capabilities for New Real Estate	Promoted Energy Use Reduction to Employees/Tenants	Provided Training to Facility Management Staff to Reduce Energy Use
% Using	55%	55%	55%	55%	55%	55%	55%