

**Sustainability in Action:  
The Role of Facility Management and Electrotechnology's Impact  
on the SDGs - A New Story**

This interactive workshop will tell the story of how two NGOs, relatively unknown beyond their core industries, are impacting all 17 of the SDGs through their work in the built environment and in the area of electrotechnology. Both groups will focus on 5 SDGs: 6,7,9,11 and 17, and briefly touch on SDGs 3,4 and 8 in response to our post- pandemic situation. It is our hope that this story will trigger ideas in the audience's mind of new ways that governments, businesses, educational institutions, and other civil societies can use these concepts to further their own work in sustainable development.

The International Facility Management Association (IFMA) Foundation and the International Electrotechnical Commission (IEC) will present their expertise in the workshop which will feature case studies of how these two organizations are leading efforts in business, government, educational institutions and civil society to impact the 17 SDGs, with a focus on SDGs 6,7,9,11 and 17 in our post-pandemic world. An interactive session will follow each panel discussion.

The IFMA Foundation will tell their story in Part I with a moderator and three panelists beginning with the adverse effects of the built environment on our everyday lives from breathing unhealthy air in a building to being in a polluted village or city space when going outside, as well as the problems due to exposure to contaminated water and leakage from poor sanitation. While these issues are addressed by targets for solutions in SDG 6, 9, and 11, the profession of facility management ensures these problems are addressed in the work of the practitioners. Facility management (FM) is an organizational function which integrates people, place, and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.

The IFMA Foundation is the non-profit organization associated with the membership organization, the International Facility Management Association (IFMA), begun in 1983 and now with 24,000 members in more than 100 countries. The Foundation certifies FM educational curriculum for 24 higher educational institutions around the world, as well as providing scholarships for students in those and other FM programs. Hanze University in the Netherlands is an excellent example of how FM teaching and research which connects the worlds of experts and building occupants by bringing building operations and peoples' experiences and health (SDG 3) into the design of the different type of places housing human activities (i.e. office buildings, schools, dormitories, hospitals, airports, museums, sports venues). It is the art of fitting buildings with the needs of people for a better quality of life.

These educational programs provide FM 'training grounds for the SDGs,' as part of the Foundation's Global Workforce Initiative (GWI) which began in San Bernadino County, California, United States in 2015 (poverty rate 18%). There at a local community college (Chaffey) a group of students, as part of a business curriculum, learned the Essentials of FM

(IFMA course material) from an IFMA lecturer, exciting the students with the opportunity of a new career they had never heard of from any guidance counselor. Some of the students were able to begin their lucrative career pathway with job offers from the Foundations GWI Advisors, like ABM, an outsourcing FM company (other GWI Advisors include JLL, Sodexo and Newmark). This workforce development initiative became the GWI model for subsequent curriculum for community colleges, as well as city economic development and sustainable development programs.

The cities of Denver and Houston (SDG 11) represent the latest GWI FM programs. Denver, both city and county, is investing in a 'Good Green Jobs Program.' The government has invested \$2.6m in a green workforce economy with one of six recipient organizations being the IFMA Foundation in partnership with Goodwill Industries (SDG 17). This is a Facility Management Training Program which includes a Registered Apprenticeship component supported by employers ready to hire graduates when they complete the program (SDG 8). Training in all these programs include conserving infrastructure energy and water consumption (SDGs 6,7&9). Participants will be highlighted who include incumbent workers and people from economically disadvantaged communities (SDG 5&10) who also received childcare assistance, transportation, and mental health benefits.

Part II tells the story of the importance of electricity which pervades the history of the modern world. This importance of electrotechnology is certainly the case for facility managers who work in the built environment. This is why the role of the IEC (International Electrotechnology Commission), is as important today as it was when it began in London in 1906. The commission focuses on the development of consensus based international standards and the operation of conformity assessment systems. Standards set minimum requirements in terms of safety, reliability, efficiency, and trust. Conformity assessment refers to any activity that determines whether a product, system, service and sometimes people fulfil the requirements and characteristics described in such a standard or specification.

The Head of the IEC Academy will describe how the organization's work impacts all SDGs, with one example being SDG 6 as demand for clean drinking water is forecasted to increase 55% by 2050. Meeting these demands requires the right infrastructure (SDG 9-pipelines, treatment plants, sensors, etc.) to conform to IEC International Standards for cities (SDG 11) around the world. In fact, IEC work in standards and conformity assessment underpins the majority of the electrical and electronic infrastructure in cities and communities. This includes all forms of transportation, water/sanitation, electricity generation (SDG 7), healthcare, manufacturing, financial/administrative services, security and alarm systems, access control, CCTV, lighting, IT, and waste management which involve thousands of standards.

In order to accomplish this, the work of IEC is accomplished via collaboration and consensus of stakeholders from around the world (SDG 17). In addition, the IEC Affiliate Country Programme allows developing countries to build their quality infrastructure.

A case study will be presented on the Global Impact Fund (GIF), an innovative new initiative, launched since the pandemic began, where the IEC works with participants to help co-design the business and financing model to enact as a platform for actors that recognize the role of standards in impacting the SDGs. The first project is support for a SME-project in Africa involved with turning battery e-waste into e-resources (SDG 7) which is catalyzing innovation (SDG 9) for a circular economy model.

The last 15 minutes will be a facilitated question and answer session for participation from the audience with encouragement to get involved with the IFMA Foundation, IFMA, and IEC young professional and affiliate country programmes, as well as an online learning platform, public webinars and Academy learning services for academia, experts, and other stakeholders.

## **Speakers**



**HYPERLINK "<https://aykeanmatthews.wixsite.com/profile>" [Aykean Matthews](#), CFM, MBA, FMP is an ambassador of facility management with over 25 years in FM, operations management, service leadership, procurement and human resource management. She has been a member of IFMA since 2007.**

Aykean is the Facilities Director of [The International School of Port of Spain](#) (Grades PreK-12) in Trinidad & Tobago and as a member of the Senior Leadership Team her role includes managing school operations including both hard and soft FM services, safety and security, asset and budget management, project management, lease and contractor management and procurement. During her tenure, Aykean had the opportunity to lead the project team to successfully construct a 12,800 sq. ft. fabric tension multi-sport gymnasium, the first of its kind in the region.

One of her early career highlights was being the first employee hired to support start-up operations of PriceSmart Trinidad, the first retail membership shopping club in the region. The role involved setting up the administrative office and hiring approximately 250 managerial and non-managerial staff and was promoted to Administrative and Front End Manager. Her responsibilities included supporting startup operations at PriceSmart Aruba, training, loss prevention, cash management, customer service, and security and safety.

Aykean is a Certified Facility Manager (CFM) and additionally, she holds an Executive MBA from the University of the West Indies, (UWI) Arthur Lok Jack School of Business and a Diploma in Real Estate Brokerage from UWI ROYTEC. She is also a Qualified IFMA Instructor for the Facility Management Professional (FMP) credential and conference Speaker/Presenter. Aykean's passion is serving and working with others to positively impact workplace experience and supporting organizations in making their vision a reality.

Aykean serves on [IFMA's Americas Advisory Board](#) where she supported the launch of the IFMA Barbados Chapter. For the period 2020-2022 she also served on IFMA's Audit Committee.

During the period 2015-2017, Aykean had the esteemed privilege of leading the [Trinidad & Tobago Chapter of IFMA](#) as President and has played an active role in an Executive role since that time. Her love of serving others extended to improving the lives of children as Founder/Director of Fun Memories Foundation, a non-profit organization, where she coordinated a Back to School Drive and Adopt-a-School programs, among other community efforts.



**[Laurie A. Gilmer](#)**, P.E., CFM, FMP, SFP, LEED AP, is president and COO at [Facility Engineering Associates](#) (FEA). Gilmer's primary areas of expertise include facility systems assessments, energy management, sustainability and facility management

allowed her to positively influence their clients' growth and knowledge of improved asset management.

Gilmer is a published author, regularly contributing to multiple facility management publications, and she co-authored IFMA's second manual in the Sustainability How-to Guide Series, "EPA's ENERGY STAR Portfolio Manager." She has been instrumental in raising awareness for the ENERGY STAR program through the IFMA Energy Challenge, most recently contributing energy analysis to IFMA's 2017 O&M Benchmarking Report.

Currently serving on the Northwest Energy Efficiency Council's Building Operator Certification program advisory committee, Gilmer was the committee's first chair. She is also a member of the National Visiting Committee of Building Efficiency for a Sustainable Tomorrow (BEST) Center. BEST's mission is to prepare technicians to manage building systems and energy use by advocating for advanced technical education. They facilitate the dissemination and adoption of curricula in sustainable building performance, in addition to engaging industry in collaboration with community colleges across the United States.

A member of IFMA since 2005, Gilmer is an IFMA qualified instructor for IFMA's Sustainability Facility Professional® (SFP®), Facility Management Professional™ (FMP®) and Certified Facility Manager® (CFM®) programs. She is also the past chair of IFMA's Sustainability Facility Credential scheme committee. Additionally, her strong leadership skills and expertise in energy, engineering and FM have allowed her to greatly contribute through service with IFMA's Healthcare Institute, Airport Facilities Council, and her local IFMA chapter.



**[Mark P. Mobach](#)**, PhD is a professor in Facility Management at HYPERLINK "<https://www.hanze.nl/en/programmes/full-time/bachelor/international-facility-management>" [Hanze University of Applied Sciences Groningen](#), a leading professor of the Hanze Research Centre for Built Environment, and professor of Spatial Environment and the Urban at The Hanze University of Applied Sciences Groningen.

He has studied and worked at the University of Groningen (The Netherlands), where he took his Ph.D. cum laude, the University of Stockholm (Sweden), and Wageningen University (The Netherlands).

With his research team in Facility Management, he seeks to create better buildings for people. They focus on positive change: better buildings for people and better coherence between spaces and services. There is particular interest in the advancement of Facility Management and of the health and well-being of users in the built environment. With his research team Mark is involved in research projects of, for instance, healthcare, offices, education, and cleaning. Projects are always multidisciplinary - across a wide range of academic disciplines - and preferably on the crossroads of research, practice, and education. Knowledge development in facility management is combined with disciplines such as (interior) architecture, building physics, medicine, nursing, human movement sciences, organization science, real estate, psychology, and spatial sciences.

Mark Mobach is program leader of the research program Healthy Buildings, with a focus on education, healthcare, and offices. In 2019 Mark received the prestigious Dutch Deltapremie for his research in Facility Management; the same year the research center he affiliates was rated excellent. He is actively involved in various Facility Management projects and is also an invited speaker to conferences and master classes relevant to the field. By doing so, with his team he seeks to advance and disseminate knowledge and innovations in Facility Management regionally, nationally, and internationally. He has held and holds several positions relevant to the field, e.g., at FMN, EuroFM, and IFMA. He is currently member of the IFMA Research Advisory Committee, the EuroFM Scientific Advisory Committee, and member of the Jury of the Eric Teicholz Sustainability Facility Professional Scholarship Program and the Task Force for the United Nations Economic and Social Council of IFMA Foundation. In 2023, Mark Mobach was a recipient of an Edra Certificate of Research Excellence and elected a full member of Sigma Xi.



[Diane Levine](#), IFMA Fellow, MCR, is the Executive Director of the [IFMA Foundation](#). Diane is passionate about igniting the future of Facility Management. She is one of the founders of the IFMA Foundation Global Workforce initiative and Past Chair of the IFMA Foundation. With over 25

years of experience in facility management, when practicing, Diane specialized in corporate real estate, facility management, business resilience and workplace strategy.

Diane's pioneering work in the field has been written up in Business Week, Return on Performance Magazine and other publications. She's won numerous awards for her innovations including the IFMA George Graves Facility Management Achievement Award, the CoreNet Southern California REmmy for "Workplace Innovation" and was named a Southern California Real Estate Journal "Woman of Influence." Diane is the co-founder of the IFMA Foundation Workplace Strategy Research Summits held at Cornell University and Wokefield Park, London. She is a Guest Lecturer at MIT and Vienna University of Technology.

Diane is the editor with Nancy Johnson-Sanquist and co-author of the "Work on the Move"

book series and co-author of "Cut it Out: Save for Today, Build for Tomorrow." She is a contributing author to Facility Management Journal (FMJ) and other industry publications with over 30 articles published. Diane is a past member of the IFMA Board of Directors and was named an IFMA Fellow in 2020. She holds a Masters in Real Estate (MCR) designation from CoreNet, a Bachelor of Science in Business and Management, a Certificate in Facility Management from University of California, Irvine along with a Bachelor of Arts in Music, Instrument – Violin.



[Ian Gardner](#) joined the IEC in 2020 and has held the Head of IEC Academy position since June 2022, overseeing learning and training related activities including the IEC's public webinar series ([iec.ch/academy/webinars](http://iec.ch/academy/webinars)). With a background that includes instructional design, in both formal education and workplace learning settings, Ian has

over a decade of experience working in the learning industry across various formats and approaches.

Activities he has been involved with since his arrival at IEC have included the launch of the IEC Academy online learning platform ([academy.iec.ch](http://academy.iec.ch)).

### **Networking Reception**

Please join us for a network reception hosted by the IFMA New York City Chapter immediately after this session.

Place: Haworth – 125 Park Avenue, Suite 200, New York, NY 10017

Time: 6:00pm to 8:00pm

The event card features a background image of a networking reception with people in business attire. The text is overlaid in green and white. It includes the event title, host information, date, time, location, a QR code for RSVP, and a 'Sponsored by:' field.

**IFMA FOUNDATION  
NETWORK RECEPTION**

HOSTED BY:  **IFMA**™ New York City Chapter  
International Facility Management Association

 Tuesday, July 11, 2023

 At 6 PM - 8 PM

 **Haworth**  
125 Park Avenue, Suite 200  
New York, NY 10017

  
SCAN ME

**RSVP  
REQUIRED**

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## Resources

### IFMA Foundation

- IFMA Foundation Website <https://foundation.ifma.org/>
- Careers in Facility Management 3 minute video <https://www.youtube.com/watch?v=olelo39VrA0>
- Eric Teicholz Sustainability Facility Professional Scholarship Program <https://foundation.ifma.org/students-academics/eric-teicholz-sustainability-scholarship/>
- Facility Management Academic Degree Program Search <https://foundation.ifma.org/fm-as-a-career/degree-search/>
- Academic Scholarship program <https://foundation.ifma.org/students-academics/scholarships/>
- Articles / White Papers <https://foundation.ifma.org/news/ifma-foundation-articles/>
  - FMJ [FM's impact on U.N.'s Global Challenges](#) (2023)
  - IFMA [Seeking Higher Ground: Navigating the FM Industry's Transformation](#) (2022)
  - FMJ [Re:Work in the Age of the Re:20's](#) (2023)
  - FMJ [Social Justice and Facility Management: JUST FM](#) (2020)
  - IFMA Foundation [Work on the Move 3: Building Better Workplaces After the Pandemic](#) (2021)
  - IFMA Foundation [Pandemic Manual: Planning and Responding to a Global Health Crisis for Facility Professionals](#) (2020)
  - HERD [Challenging Behavior in Context: A Case Study on How People, Space, and Activities Interact](#) (2023)
  - PLOS ONE [Workplace impact on employees: A Lifelines Corona Research Initiative on the return to work](#) (2023)
  - STOTEN [Positive effects of indoor environmental conditions on students and their performance in higher education classrooms: A between-groups experiment](#) (2023)
  - Int J Environ Res Public Health [The 5-Minute Campus](#) (2023)
  - J Env P [Motion nature projection reduces patient's psycho-physiological anxiety during a imaging](#) (2017)
  - Applied Ergonomics [Route complexity and simulated physical ageing negatively influence wayfinding](#) (2016)
- Contact: Diane Levine [diane.levine@ifma.org](mailto:diane.levine@ifma.org)

## **IFMA (International Facility Management Association)**

- IFMA Website <https://www.ifma.org/>
- IFMA Sustainability Facility Professional <https://www.ifma.org/credentials/sustainability-facility-professional-sfp/>
- Professional Development <https://www.ifma.org/credentials/overview/>
- IFMA Research and Benchmarking Publications <https://www.ifma.org/resources/research-benchmarking/>
- Women in Facility Management: Global Salary and Compensation Supplemental Report <https://my.ifma.org/areas/bookstore/ifmabookstoreproduct?ProdId=49>
- IFMA Global Chapters, Industry Councils and Communities
  - <https://www.ifma.org/membership/networks/local-chapter-map/>
  - <https://www.ifma.org/membership/networks/industry-councils/>
  - <https://www.ifma.org/membership/networks/communities/>

## **IEC (International Electrotechnical Commission)**

- IEC Website <https://iec.ch/homepage>
- Global Impact Fund <https://www.iec.ch/global-impact-fund>
- IEC Academy <https://iec.ch/academy>
- Contact: Ian Gardner [iga@iec.ch](mailto:iga@iec.ch)