



OCTOBER 2010 - Volume 9 - Issue 5



World Workplace October 26th - October 29th in Atlanta

President's Message

BOB MOTTER



Cultivating Big-Picture Thinking

Big-picture thinking is something any person in any profession can actually benefit from. But what exactly is this type of thinking. Big-picture thinking is when you realize that the on-going relationship with your internal end-user, supplier, or company's profitability is more important than your view. It's when you realize difficult times are only temporary. It's expanding what you can see and are able to do.

An excellent way to broaden your experience is to listen to someone who has expertise in an area where you don't. If you are going to learn and grow, you must be comfortable with asking questions and really listening. Big-picture thinkers realize there is a world out there beyond their own, and these people make a concentrated effort to get outside of themselves and see other people's worlds through their eyes. In short, you cannot see the whole picture unless you step outside the frame and look.

Applying these principles to everything one does brings a completeness and maturity to a person's way of thinking. It brings perspective and when a person is open to ideas from others then something is learned.

Take the time to see the "*big-picture*", and I think you will be pleasantly surprised that there is so much to see.

* *

I'd like to call your attention to Page 8, which provides an update on IFMA's Sustainability Committee together with a free tool to assist you in calculating energy cost as well as where to find free "How to Guides". There is also a free download report on Energy Efficiencies in Retrofits.

* *

A big welcome to those Council members attending the World Workplace Expo and Conference in Atlanta October 26th - 29th. Your tour and dinner host for the Tuesday tour of the NCR facilities and evening dinner at Callaway Gardens will be our Programs Chairperson and former Council President Dave Eisenreich. You'll find more details on the tour and dinner program on the next page.

* *

As always, I invite any member's suggestions, comments, complaints and criticism. Email works best for me or if you prefer telephone me 24 hours a day at: 513-207-4313.

Bob Motter
Council President
bob.motter@emcorgroup.com
bob@bobmotter.com

WORLD WORKPLACE – OCTOBER 27 -20th ATLANTA GEORGIA SPECIAL PROGRAM FOR ALL MEMBERS ALL BICUC MEMBERS

Those Council members attending World Workplace in Atlanta this year will have a special tour in lieu of our traditional fall meeting this year. Our Programs Committee has secured a private tour of NCR's Manufacturing Facility in Columbus, Georgia on Tuesday, October 26.

We'll board a bus at 1:00 PM at the Omni Hotel (IFMA Headquarters hotel) and ride to the NCR facility. A light snack will be provided during the ride. Following the tour as we head back to Atlanta, we'll be hosting our traditional Council Dinner at the famous Callaway Gardens, in Pine Mountain, Georgia - www.callawaygardens.com.

Don't miss this event. Be certain you arrive in Atlanta early Tuesday morning before 11:00 a.m. And if you're bringing a guest with you to Atlanta, they are most welcome to join the tour and Council dinner.

The BICUC will also be participating at the Lunch and Learn session - Protecting Your Financial Institution: Tips on Making Your Facility Safer on Friday, October 29 at 11:00 a.m. - 12:30 p.m. We've secured Ray E. Johnson, FBI Special Agent, Atlanta. In this session you'll hear tips from the FBI on what you can do to help minimize crime against financial institutions, how to identify fraud, detect potential bank robberies and steps to take in the unlikely event you are present during a robbery. You'll also learn how design, maintenance, and deterrents can help keep robbers away.

FBI Special Agent Johnson will share some of the descriptive data on bank robberies, and how they use that data in their investigations. This information is available to help financial institutions strengthen their security practices.

The FBI works with state and local counterparts through its Violent Crimes Task Forces to solve financial crimes and continues to provide financial institutions with security best practices to make them less vulnerable to robberies. Find out what you can do to help the FBI if your institution is a victim of robbery or other crime.

BICUC World Workplace Agenda:

Tuesday, October 26 - 12:45 PM - meet at Omni Hotel at CNN Center IFMA Headquarters Hotel)
 Tuesday, October 26 - 1:00 PM - leave Atlanta for Columbus, GA - NCR's Manufacturing Facility
 Tuesday, October 26 - 3:00 PM - arrive at NCR's Manufacturing Facility
 Tuesday, October 25 - 3:00 PM - tour begins with Q & A session at end of tour
 Tuesday, October 26 - 5:00 PM - leaves Columbus, GA
 Tuesday, October 26 - 6:30 PM - arrive at Callaway Gardens, Pine Mountain, GA
 Tuesday, October 26 - 8:30 PM - leave Callaway Gardens - head for Atlanta
 Tuesday, October 26 - 10:30 PM - arrive at Omni Hotel
 Friday, October 29 - 11:00 AM - 12:30 PM - Lunch and Learn Session - Protecting Your Financial Institution: Tips on Making Your Facility Safer, Speaker Ray E, Johnson, Special Agent - FBI Atlanta

Please Remember: When making travel arrangements, be sure to arrive in Atlanta Tuesday morning by 11:00 AM in order to arrive at the Omni Hotel in time for the tour, which leaves promptly at 1:00 p.m.



NEW MEMBERS

Welcome our Newest Members

Karen Noel CID, IIDA
Membership Chairperson
knoel@baskervill.com

NEW MEMBERS JULY

NAME AND TITLE	COMPANY AND EMAIL	CITY	STATE	ZIP
There were no new members during the month of July				

NEW MEMBERS AUGUST

NAME AND TITLE	COMPANY AND EMAIL	CITY	STATE	ZIP
Randal Aden randal.aden@usbank.com	US Bank V. P. Senior Property Manager	Portland	OR	97216
Brian Berryann berrb@hvcu.org	Hudson Valley Federal Credit Union General Services Manager	Poughkeepsie	NY	12601
Gigi Nam giginam@hsbc.com.hk	The Hong Kong & Shanghai Banking Corp Corporate Real Estate Manager	Hong Kong	SAR	
Pedro Vasquez pedro.vasquez@am.jll.com	Jones Lang LaSalle Senior Vice President Property Director	Charlotte	NC	28277



**IFMA's WORLD WORKPLACE
2010 Conference & Expo**

Georgia World Congress Center
 Oct. 27-29, 2010
 Atlanta, Ga., USA



MEMBER SPOTLIGHT

Erin Monticue

Facilities Supervisor

Corporate One Federal Credit Union

emonticue@corporateone.coop



Just as it is Corporate One Federal Credit Union's mission to provide wholesale financial services to more than 800 of America's credit unions, it is Erin Monticue's responsibility to make sure the 100 employees providing services are working in the best possible environment.

As the Facilities Supervisor for over two years, Erin provides full back-up support of the facilities department in the absence of the AVP, Facilities Management. Her position requires administrative and project work in the direction, planning, analysis and coordination of facilities operations and services. She assists with all aspects of facilities operations and supervises and manages the daily operations of the copy center and mailroom functions. Erin supervises two employees in the facilities department who are responsible for building maintenance and for running the mailroom.

When asked about her responsibilities, she responded, "I do a lot of different things but basically it's the daily ends and outs of running the building and keeping people happy. My biggest challenge is maintaining the monthly maintenance schedules and making sure everything gets done at the right time."

Erin first got into FM as the Site Supervisor working for IKON at Corporate One. She held this position for nine years. As Site Supervisor, she acted as liaison between IKON and Corporate One and helped to make suggestions about equipment and services. At that time, the facilities department consisted of two employees. She became somewhat of an unofficial assistant to help the AVP of facilities when she was not available. This helped to expose her to facilities and eventually led to a position with the company.

A graduate of Greenville High School in western Ohio, Erin attended Ohio Dominican on an academic/athletic scholarship and graduated with a Bachelor of Arts Degree in business administration.

Erin's outside activities center on her children and range from watching and coaching the ever-popular T-ball to camping and other outdoor activities with family and friends. She also enjoys a round or two of golf when time and children's activities permit. Erin also serves as Council's Vice President of Membership.

When asked what value do you receive as a member of IFMA and your involvement with BICUC Council, Erin responds "I've been officially in facilities for only two years and realize there is much to learn. As a member of Council, I've learned a lot just from reading the questions and answers on the community server. I'm looking forward to taking advantage of the many educational opportunities my Council and chapter is offering in 2010."

COUNCIL COMMITTEE UPDATES & NEWS

SCHOLARSHIP AWARD

Susan Bunker, Assistant Vice President, Facility Planning & Design Manager at Johnson Financial Group, Racine, Wisconsin, has been awarded the BICUC CFM Scholarship. The CFM scholarship covers fees of the CFM Exam (\$525 value) and provides a copy of the CFM Exam Review Study Set (\$249 value) for preparation of exam.

BICUC PROGRAM NEWS AND SCHEDULED EVENTS

WEBINAR

September 14 – Window Film Technology

BICUC AND WORLD WORKPLACE – October 26th – 29th

Tuesday, October 26 - 12:45 PM - meet at Omni Hotel at CNN Center IFMA Headquarters Hotel)

Tuesday, October 26 - 1:00 PM - leave Atlanta for Columbus, GA - NCR's Manufacturing Facility

Tuesday, October 26 - 3:00 PM - arrive at NCR's Manufacturing Facility

Tuesday, October 25 – 3:00 PM - tour begins with Q & A session at end of tour

Tuesday, October 26 - 5:00 PM - leaves Columbus, GA

Tuesday, October 26 - 6:30 PM - arrive at Callaway Gardens, Pine Mountain, GA

Tuesday, October 26 - 8:30 PM - leave Callaway Gardens - head for Atlanta

Tuesday, October 26 - 10:30 PM - arrive at Omni Hotel

Friday, October 29 - 11:00 AM - 12:30 PM - Lunch and Learn Session - Protecting Your Financial Institution: Tips on Making Your Facility Safer, Speaker Ray E, Johnson, Special Agent - FBI Atlanta

BICUC SPRING 2011 FACILITY FUSION – March 23rd – 25th

The BICUC will not be participating at Facility Fusion in 2011, which is to be held in Boston. There has been little economic change regarding financial institutions and given the low attendance of Council members at Facility Fusion in Philadelphia this past spring are the reasons for not participating.

BICUC BENCHMARKING NEWS AND SCHEDULED EVENTS

A topic for our next benchmarking effort will be Contingency Plans. The focus of the questions will be on the Facility Management stand point on contingency plans. Some question ideas were discussed such as securing building/office space in case of a disaster; where to secure portable generators, chillers etc., do we hire a restoration company or handle it in house, etc. Should any Council member think of possible questions on this topic, please Email them to the Committee. The survey is scheduled to release the first of November 2010.

SCHOLARSHIP AND SPONSORS COMMITTEE

Scholarship opportunities are available to any Council member to become a CFM, The scholarship covers fees of the CFM Exam (\$525 value) and provides a copy of the CFM Exam Review Study Set (\$249 value) for you to prepare to take the exam. Members interested should go to the Council website for further details and eligibility requirements.

The scholarship/sponsorship committee is in need of council members interested in establishing, evaluating, and recommending to the Board sponsorship opportunities and maintaining a scholarship program. With a scholarship program in place, the committee needs to focus on developing sponsorship opportunities. Monthly committee meetings lasting approximately 30 to 45 minutes will need to be held during the development phase. Once the sponsorship opportunities are established, the committee can meet as little as every quarter. If you'd like to be part of this committee, please contact Patti Childers at pchilders@corporateone.coop.

COUNCIL NEWSMAKERS

Editor's Note: A number of our members have met and spoken and enjoyed dinner conversations with Noly Torres at World Workplace events. Noly recently received a promotion at the Bangko Sentral ng Pilipinas. Here is letter. We wish Noly good fortune in his new assignment.



Dear All,

I am not going to renew my IFMA membership this year, and consequently so with my membership in the BICUC. I have been put in charge of our security plant complex, where the Philippine banknotes are printed and the coins minted. Thus I had to give up my role in facilities management of the central bank.

My networking experience at IFMA and introduction to new products pertaining to the management of facilities were both fruitful and enjoyable. I hope to meet you again at some time in the future. Thank you for the opportunity to exchange ideas with you. If anyone happens to be in the Philippines or at any

time at all, please feel free to get in touch, by phone or email.

Regards,

Noly Torres
Managing Director, Security Plant Complex
Bangko Sentral ng Pilipinas
East Avenue, Diliman, Quezon City 1101, Philippines
Telephone No. +63 2 929-7071
Mobile No. +63 917 887-6060



A number of positions are open within the Council requiring someone like you to volunteer a couple hours a month. Look over the following positions for an opportunity to expand your horizons and provide your experience and guidance by becoming a member of:

Membership Committee

The membership committee welcomes and recruits new BICUC members. A welcome packet is sent to new members providing information on the benefits of council membership. The committee also monitors the membership roster and contacts those not renewing membership. The committee is interested in starting a recruiting campaign to IFMA members qualifying for council membership which would involve emailing and calling potential new members. About one hour a month would be needed to support the committee's efforts. Karen Noel of Baskervill is the committee Chair. The committee would like an additional member to help with recruitment efforts.

Programs Committee

Dave Eisenreich becomes the Committee Chairperson. Many Council members will remember Dave as a former President who also once served as Programs Committee Chair during Sandra Oliver's term as President. This committee is in charge of educational programs for Council. With the help of surveys, the committee analyzes the educational needs and acquires speakers and presentations for quarterly programs. The committee also plans events for Council at World Workplace and spring meeting. The committee meets the second Thursday each month at 1:30 p.m. EST. Calls normally last 30 to 45 minutes. An additional hour or more may be needed to help with committee activities.

Scholarships and Sponsors Committee

The Committee Chairperson position is open, as well as various positions on the committee. The Committee Chairperson is open. This committee needs individuals interested in establishing, evaluating, and recommending to the Board sponsorship opportunities and developing a scholarship program. Monthly committee meetings lasting approximately 30 to 45 minutes will need to be held during the development phase. Once the scholarship program and sponsorship opportunities are established, the committee can meet as little as every quarter.

Benchmarking Committee

The Committee Chairperson position is open, as well as various positions on the committee. This committee is given the assignment of benchmarking statistical information that will greatly aid others in the banking and credit union communities. The committee meets monthly the third Wednesday at 3:00 p.m. EST, for about a half an hour. You can expect about an additional half hour each month preparing questions for upcoming surveys. Total monthly commitment is about 1 hour.

Newsletter Committee

Any member of BICUC may contribute to the Newsletter. Bob Motter is the Editor/Publisher and can be contacted at bob.motter@emcorgroup.com or bob@bobmotter.com

An Update on IFMA's Sustainability Committee Submitted by Gene Freeman

The IFMA Sustainability Committee invited a liaison from each council to attend a web-cast on September 15, 2010.

The Sustainability Committee challenges all IFMA members to begin to think about sustainability, and act on this socially responsible initiative. The Sustainability Committee would like for all members to begin using the free tool contained within EnergyStar.gov (Portfolio Manager). The tool will calculate your energy utilization index (EUI), and track changes to GHG emissions over time. In addition the Sustainability Committee would like all members to share their facility data with IFMA. This will allow for reports to be generated individually or from within the international offices. These reports can then be reviewed to "track, learn, and improve", and we can benchmark among our peers.

The instructions for sharing are posted on the IFMAcommunity.org website. Go to media, and then go to council leaders.

The Sustainability Committee has free "how-to-guides" available for download at <http://www.ifmafoundation.org/>.

The following areas have facility reporting requirements in force, or on the near term horizon: District of Columbia, California, New York, Austin Texas, Washington State and federal facilities.

RESEARCH REPORT FINDS COMMERCIAL ENERGY EFFICIENCY RETROFITS COULD SAVE BILLIONS OF DOLLARS

According to a recent Pike Research www.pikeresearch.com study, *Energy Efficiency Retrofits for Commercial and Public Buildings*, if all commercial space built as of 2010 were included in a 10-year energy retrofit program, the savings in energy expenses would have the potential to reach more than \$41.1 billion each year.

Pike Research, a market research and consulting firm that provides in-depth analysis of global clean technology markets, conducted the analysis to secure information on the market opportunity for energy efficiency retrofits of commercial and public buildings in the United States. The analysis provides a comprehensive assessment of the market drivers, barriers, and industry dynamics in today's market, along with several scenarios for future growth.

The following are a few key questions addressed in this Pike Research analysis:

- Where are the biggest opportunities to save energy cost (which building activities, regions, and owners)?
- How could federal and state legislation affect the energy efficiency retrofit market?
- Which retrofit practices are most cost-effective and value-enhancing?
- What are the primary challenges and opportunities for energy efficiency retrofits, for each market segment?
-

Submitted by Bachman's, Inc. mechanical services contractor www.bachmaninc.com

BED BUG INFESTATIONS

Until recently most facility managers of this generation have never seen a bed bug. While bed bug infestations were common in the United States before World War II, the widespread use of DDT during the 1940's and 50's eliminated their existence.



Bed bugs are small, brownish, flattened insects that feed solely on the blood. The common bed bug is most adapted to living with humans. Other bed bug species prefer to feed on wild hosts, especially bats and birds. An adult bed bug is approximately three-sixteenths of an inch in length and is active mainly at night. They do not fly, but can move rapidly over floors, walls, ceilings, and transfer themselves from one surface to another. Female bed bugs lay their eggs in secluded areas, depositing 1, 2 or more eggs per day and hundreds during a lifetime. The eggs are tiny, whitish, and hard to see on most surfaces without magnification. An individual egg is about the size of a dust speck.

Though not known to carry diseases, bed bugs can severely reduce quality of life by causing discomfort, sleeplessness, anxiety, and embarrassment. Bed bugs can harbor pathogens in and on their bodies, however transmission to humans is considered unlikely. Their medical significance is chiefly limited to the itching and inflammation from their bites. There are antihistamines and corticosteroids that can be prescribed by a medical doctor to reduce allergic reactions, as well as over-the-counter antiseptic or antibiotic ointments to prevent infection.

Education is a vital part in eradication. A basic understanding of the conditions conducive to infestation and the appropriate control measures that need to be undertaken are best discussed with a licensed and professional pest control company.

Eradication of bed bugs can be accomplished by two methods: The chemical process and the heatigation process.

The chemical process requires multiple visits, is extremely tedious and involves a significant amount of preparation. As with any chemical process health issues of employees and invited guests into the facility must be taken into consideration.

The heatigation process causes the elimination of all bed bug life in one service call. The process requires a minimal amount of preparation; requires little or no chemicals, and permits the building to be entered after the service work is completed. This process achieves its intended result because all insects have a temperature that is lethal. The treatment time will vary based on the size of the building, its layout, the severity of infestation as well as airflow arrangement. A heavy investigation may require up to 10 hours.

The incidence of bed bugs in the United States and Canada is increasing. Facility managers should be vigilant, educated in the ways of how bed bug invasion and infestation occur and discuss treatment processes with a professional pest control company.

Bob Motter

BICUC Officers	Company	Email
Bob Motter - President	Viox Services	bob@bobmotter.com
Peter Stein - Executive Vice President	Amplify Federal Credit Union	pstein@goamplify.com
Pam Martin - Executive Secretary	Emprise Bank	pmartin@emprisebank.com
Paul Edwards - Global Council Treasurer	Liberty Bank	pedwards@liberty-bank.com
Patti Childers - Past President	Corporate One Federal Credit Union	pchilders@corporateone.coop
Benchmarking Committee		
Peter Stein - Vice President of Benchmarking	Amplify Federal Credit Union	pstein@goamplify.com
Pam Martin - Secretary	Emprise Bank	pmartin@emprisebank.com
Sam Cohen	Elevations Credit Union	samuel.cohen@elevationscu.com
Robert Mosher	USAA	Robert.Mosher@usaa.com
Ed Wirth	Emprise Bank	ewirth@emprisebank.com
Leslie Nguyen	Orange County's Credit Union	l Nguyen@orangecountyscu.org
Barry Lynch	Labarre Associates	blynch@labarre-inc.com
Patti Childers	Corporate One Federal Credit Union	pchilders@corporateone.coop
Programs Committee		
David Eisenreich - Vice President of Programs	PNC Bank	david.eisenreich@pnc.com
Susan Moury - Secretary	Tower Federal Credit Union	susan.moury@towerfcu.org
Garry Brinton	Facilities Planners & Architects Inc.	gbrinton@facplan.com
Gene Freeman	Huntington Bank	Gene.Freeman@huntington.com
Kathi Weldon	Tower Federal Credit Union	kathi.weldon@towerfcu.org
Natalie Kinder	Justice FCU	kindern@jfcu.org
Robert Mosher	USAA	Robert.Mosher@usaa.com
Robert Nading	Campus Federal Credit Union	robertn@campusfederal.org
Scholarship & Sponsorships Committee		
Robert Nading	Campus Federal Credit Union	robertn@campusfederal.org
Patti Childers	Corporate One Federal Credit Union	pchilders@corporateone.coop
Newsletter Committee		
Bob Motter – Editor	Viox Services	bob@bobmotter.com
Colin Huskinson	Eastern Caribbean Central Bank	chuskinson@gmail.com
Barry Lynch	Labarre Associates	blynch@labarre-inc.com
Membership - Committee		
Erin Monticue - Vice President of Membership	Corporate One Federal Credit Union	emonticue@corporateone.coop
Bruce Weisberg	Middlesex Savings Bank	bruce.weisberg@middlesexbank.com
IFMA Liaison		
Jeannie Nguyen	IFMA	Jeannie.Nguyen@ifma.org

The BICUC News, an electronic publication of the Banking Institutions & Credit Unions Council (BICUC) of the International Facility Management Association (IFMA) and published six times per year. One electronic copy of each issue is supplied to BICUC members and is also made available on the BICUC website (www.ifmabicuc.org).

The BICUC News reserves the right to edit any articles received or solicited for publication. This right includes the discretion to select titles, artwork and layout.

The views expressed in *The BICUC News* are those of the authors and do not necessarily reflect official positions of BICUC or IFMA. Some of the information used in the preparation of this publication was obtained from publicly available sources that are considered reliable. However, the use of this information does not constitute an endorsement of its accuracy by BICUC or IFMA. Copyright 2010 – All rights reserved.