



IFMATM **New York City
Chapter**
International Facility Management Association

THE FACILITATOR Q4 2023

#IFMANYC



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Meet Our President

Dear Members,

It's hard to believe that the year is almost over; what a busy 12 months it has been!! As I reflect on 2023, I am so proud of everything our chapter has accomplished. Our revamped Newsletter look being one where we are excited to bring you spotlights on members and sponsors, insight into current trends and various industries.

Our annual holiday party is scheduled for Tuesday, December 5, at Penn6. We look forward to seeing you all there and appreciate your monetary contributions and toy drop offs to benefit the Fraternite Notre Dame in Harlem later this month.

We hope you will all join us as we celebrate the nominees and winners at the Annual Awards for Excellence Dinner being held at The Pierre on Thursday, March 14, 2024. Click [here](#) to view the nominees. Friendly reminder that registration opens in January, so take advantage of the early-bird specials.

As we look forward to 2024, we look forward to a busy calendar of educational programs, quality panels and events starting in January. Please take time to visit the Events calendar to stay abreast of upcoming events. To make the Chapter successful, we need to hear from you on what types of programs and discussion panels you would like to see/attend. Your feedback is critical to ensure that we are meeting your expectations as an IFMA NYC member. Email us at info@imfanyc.org with your suggestions.

As always, THANK YOU to all our sponsors and members for your involvement and continued dedication to our Chapter.

Wishing you all Happy Holidays; we will see you in the New Year!

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STUDENT INTERVIEW

By: Jenna Roth,
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A Savills Company



Lekhana Vali
2023 IFMA
Scholarship Awardee

Lekhana Vali is a student at Pratt Institute in New York City working on her Masters in Facilities Management. Lekhana grew up in India and decided to move to New York to pursue her education. Lekhana received her undergraduate degree in architecture, and she aspires to continue learning about the complete building life cycle from the inception of a design idea to the construction process and then the management of the finished facility. I had the pleasure of connecting with Lekhana to learn more about her experience and hear her reflections.

***Q: How did you get into the
Facilities/Workplace field?***

A: During my final years of studies in Architecture, I was curious to learn about the built environment from the perspective of different stakeholders. I discovered a profession called facilities through online research for higher education. I was surprised and excited by the diverse knowledge the profession required and was instantly driven to it.



Scholarship Fund

Q: What is your favorite thing about facilities?

A: Although the facilities sector is seen as a non-core business, having the ability and scope to completely transform the core business by implementing IFMA's 11 core competencies is something that I love and try to exercise in my career.

The IFMA core competencies include Project Management, Leadership and Strategy, Operations and Maintenance, Finance and Business, Sustainability, Communication, Occupancy and Human Factors, Performance and Quality, Facility Information Management and Technology Management, and Real Estate and Risk Management. For more information on each one, check out the IFMA Knowledge Library by clicking [this link](#).

Q: Can you tell us about your experience with IFMA?

A: IFMA has been a great resource to expand my professional steps in Facilities Management. The New York chapter welcomed a newbie like me with open arms and provided several opportunities to learn and contribute. During the Facility Fusion conference in San Francisco, the way IFMA NYC took care of and helped us navigate is still close to my heart.



Q: How has IFMA helped you in your professional career so far?

A: IFMA offers a body of knowledge and a network of professionals who I can reach out to when I need it. Charging no fees for student membership is extremely helpful, which not many professional bodies offer. This encourages more students to have awareness of the Facilities field which ultimately aims to grow the profession. IFMA conducts informative sessions where we are able to learn from different professionals about different topics. This is definitely an additional perk and provides a peek into the practical world along with my graduate studies. Gratefully, these sessions are offered for no price to students. I encourage students from any field in the built environment to get plugged into IFMA to stay current. IFMA's credentials are something I definitely plan to obtain to add value to my professional abilities.

Q: How did you get involved with IFMA?

A: I started going to networking events with a friend of mine who was previously involved. After that, I explored different webinars, conferences, etc. The expos at conferences are a great way to meet vendors and even learn about the market. I am currently working on getting involved in IFMA through volunteering and being part of the Young Professionals Committee.



Q: In your professional career, do you have a favorite project highlight you'd like to share?

A: "The Built Environment as Strategic Resource"

As part of my graduate study, I had the opportunity to work with Memorial Sloan Kettering Cancer Center (MSKCC) to evaluate their existing approach to facilities management. I collaborated with someone from their Facility Management team who is also a previous IFMA scholarship recipient. Together we mapped best practices using a structured maturity analysis.

We evaluated MSKCC's facilities management practices and compared them to similar buildings, and we recognized an area of excellence within the organization and an area of lower maturity than those of their peers. We then provided consulting support to the improvable areas.

Q: What is something you would like to pass on to future FMs?

A: Do not be afraid to choose the profession. Despite the long-believed misconception, FM is no longer just a repair and maintenance type of job typically for men. You will be amazed at the amount of exposure and opportunity FM has to offer everyone. The field needs more innovative and creative leaders like you.

Q: What is something you hope to learn more about in the real estate/facilities world?

A: How can we collectively work towards making the built environment efficient and sustainable? I am planning to take a deep look into how facilities can have a community impact and establish social value.

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**IFMA
FOUNDATION**
MAKING FM A CAREER OF CHOICE

WE EDUCATE

Students and incumbent workers through our education programs to prepare students for the facility management profession including our:

- FM Accredited Degree Programs (ADP)
- FM Registered Degree Programs (RDP)
- FM Talent Development Pipeline Programs (TDP)

WE INVEST

In the future by providing new career opportunities through scholarships, internship programs, career fairs, job listings, job shadowing and our Ignite FM! student competitions.

WE CONNECT

With communities to inform students, parents, teachers, guidance counselors, community organizations, economic development and government agencies about an exciting and prosperous career opportunity.

AN INTRODUCTION TO THE GLOBAL WORKFORCE INITIATIVE

The members of GWI work hard to connect with the next generation of potential facilities management professionals and help them find opportunities to pursue their education and find their career paths. To learn more about the Initiative, we sat down with its Chair, Caroline Horton, to learn more!

THE BAD NEWS: THE FM PROBLEM

- There is a lack of trained FM professionals entering the workforce.
- 49 is the average age of an FM professional, older than the average employee age of 45.
- In 5-15 years, 50% of the existing FM workforce will retire.
- We are graduating approximately 4,000 FM students per year from accredited degree programs, yet the annual demand for graduates from a few global firms is greater than this number.
- Buildings are smart today and require more advanced technical knowledge than the normal training programs offered.
- With the lack of enough skilled FMs, buildings and infrastructure will not be maintained properly resulting in public safety issues.
- Employers are having trouble filling millions of middle-skill jobs (this is the largest proportion of the workforce).

THE GOOD NEWS: THE FM SOLUTION

The good news is the IFMA Foundation Global Workforce Initiative is addressing the FM talent gap.

- The need for FM professionals is growing worldwide due to the aging workforce.
- FM is a well-paid profession that cannot be offshored.
- There is nearly a 100% job placement for people graduating with an accredited FM degree.
- IFMA and the IFMA Foundation have the credentials and educational programs to train the future workforce.
- FM unleashes the power of individuals' potential with new skills and opportunities for employment for both middle skill level and college educated job seekers

The Initiative connects education, training, and credentials for FM in a manner that optimizes the progress and success of individuals with varying levels of abilities and needs. In turn, individuals earn more marketable credentials, engage in higher levels of education and employment and achieve greater economic success.

INTERVIEW WITH CAROLINE HORTON,

Chair of the Global Workforce Initiative

By: Paul Haley, Director of Facilities at EHE Health

Interviewee: Caroline Horton, FMP-Facilities Associate for a Private Financial Company

Q: How did you start your career in Facility Management?

A: I learned about the profession while working in Brazil. After graduating from college, I worked as an English-Portuguese Interpreter in different parts of the world. It was an incredible experience to travel and support a number of professionals in different scenarios, from business meetings in Sao Paulo to helicopter training courses in Scotland.

One day, I interpreted for an American Facility Manager who recently retired and started his own consulting company with high-end clients in South America. It was fascinating to walk in areas that many people did not have access to and learn



different ways of cleaning a facility. I was curious as to why anyone would want to inspect a urinal or climb up a ladder to look at light fixtures.

When I returned to the United States in 2012, I messaged the Facility Manager asking how to start my career in Facility Management and he provided a list of "to-dos". One of them was to join a local IFMA chapter and apply for any job related to the profession. I then moved to New York City, joined the NYC Chapter, and started working as an Administrative Assistant to a Facility Manager, and the rest fell into place.

Q: Where can someone find you outside the office?

A: When not in the office, I can be found in a classroom at Pratt Institute because I am currently enrolled in their graduate Facility Management program. You can also find me riding the subway pointing out the various construction sites to my small children. It has now become one of our hobbies as a family when exploring another neighborhood in the city.

Q: What is GWI, its mission statement, and goals?

A: The GWI was founded by the IFMA Foundation as one of the responses to the growing FM talent gap. It is estimated that 40% of Facility Managers will

Global Workforce Initiative (GWI)





retire in the next ten to twelve years and our industry is pivoting because of a combination of factors (hybrid schedule, ESG, AI, etc.). As a result, it is important for IFMA local Chapters to “educate, invest and connect” with business partners, schools, students, military veterans, and professionals looking to explore new career paths.

Q: What resources does GWI and IFMA Foundation offer to new FMs?

A: IFMA Foundation offers a roadmap to students on where and how to apply to internships, college programs, and most importantly, access to available scholarships.

An important resource that has helped GWI be successful was our earlier partnership with a non-profit called Hot Bread Kitchen whose mission is to create economic opportunity through careers in food by providing training programs to equip their members with new skills, job placements, career advancement, and growing food businesses.

We used what we learned from Hot Bread Kitchen’s food services career program and applied it to the IFMA Foundation’s roadmap to create similar programs in the FM field.

Q: How can students and professionals use GWI to find degree programs?

A: The IFMA Foundation has a [degree search engine](#) on their website where anyone can find different Facility Management Accreditation Committee (FMAC) accredited degree programs throughout the world that offer in-person or online classes. There are currently 2 excellent degree programs in our city: Pratt Institute and New York City College of Technology.

Q: What is your favorite part about working with students?

A: My favorite part about working with students is sharing how facility management is tied into everyday life. I often use the school as an example; someone has to maintain the equipment that heats and cools rooms to ensure the school is operational and can safely house students and faculty and manage budgets. Often, students will begin pointing out things in the school like exit signs or a mechanical closet. The conversations are rewarding because I can share how I make an impact in a facility and in people’s daily lives with the next generation.

PROGRESS TO THE TOP OF YOUR CAREER WITH IFMA



Q: Why is the GWI mission important to you and the wider FM community?

A: Often facility managers 'fall into' this field whereas other professions offer a roadmap early on for students. For example, there are currently 12 NAAB Accredited Architecture programs, whereas there are two FMAC Accredited Facility Management programs in New York State.

Like architecture, facility management has also been part of modern human civilization. The Roman Empire, for example, had building and sanitation codes and someone was responsible for them.

My hope is to help others recognize FM as a career path rather than 'falling into it' and as result, our workforce will continue to grow in the next 20-50 years.

Q: How can the NYC Chapter members get involved?

A: If you enjoy talking about what you do, I recommend joining the GWI Committee by filling out the chapter's Volunteer Form ([click HERE](#)). We need members who are also interested in giving back to the facility management community by sharing their own experiences in the field with high school students, professionals, business partners, and military veterans.



Scan QR code to learn more about GWI

FUN FACTS:

The Flatiron Building

- It was recently announced that the Flatiron Building will be converted into residential condos for the first time in its history
- Originally named the Fuller Building, the nickname "Flatiron" stuck because of the building's resemblance to a clothing iron.
- Completed in 1902, the building was originally designed without women's restrooms. The eventual solution was to assign all odd numbered floor restrooms as Ladies' Rooms.
- The location and unusual shape of the building makes it prone to wind gusts. Some men would hangout on 23rd St. and watch women's dresses blow up from the wind gusts. The term "23 Skidoo" and "take a hike" came about because of how often the NYPD had to chase away peeping men.
- In 1966, the building was named a New York City Landmark; in 1979, it was it was registered to the National Register of Historic Places; and in 1989, it was declared a National Historic Landmark.



NOW TRENDING

The Rise of Boutique Fitness

Interviewee: Dane
McCarthy, Founder of
Athletic Clubs

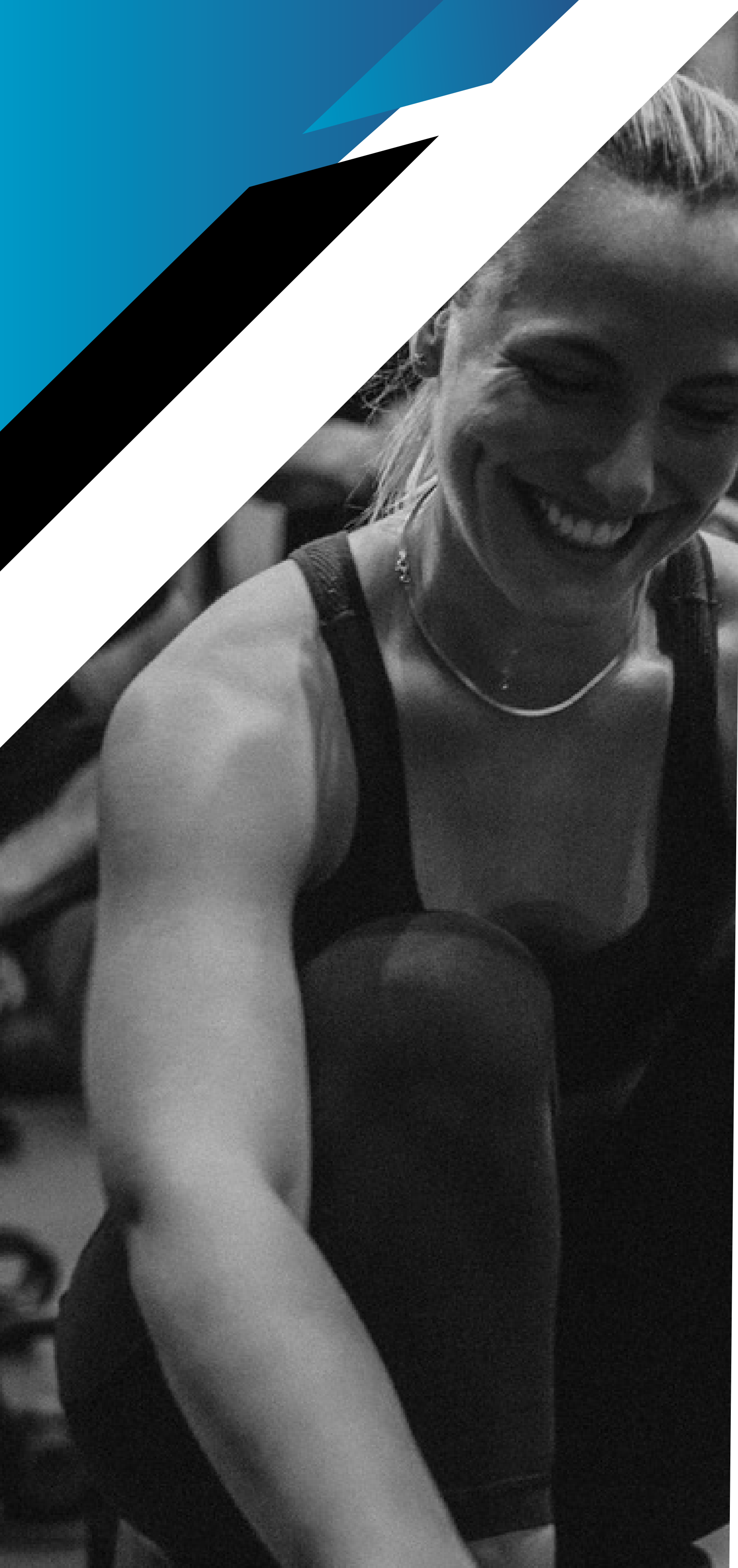
***By: Jess Conklin and Julia
Heriford, Savills***

New Yorkers, known for their fast-paced walking culture, consistently clock in the recommended 10,000 daily steps. Recent surveys indicate a robust demand for fitness offerings, with gyms consistently being ranked at the top of desired building amenities.

The pandemic, despite its challenges, failed to suppress the city's fitness zeal for long. As reported by Bloomberg, fitness enthusiasts and professionals who navigated the challenging times of the pandemic remark on the resurgence of gyms. By May 2021, nationwide fitness center foot traffic had rebounded to 83% of its January 2020 volume.

Amidst evolving fitness trends, boutique-style gyms stand out, marking a shift in consumer

preferences. We tapped into the expertise of Dane McCarthy, Founder of The Athletic Clubs, for insights on this burgeoning sector.



Q: Tell us about the Athletic Clubs. What is it like to join as a new member? What are the typical fitness goals of new members?

A: The Athletic Clubs, or The AC, is a network of private member Athletic Clubs. Members choose a squad based on their preferred training time and coaching style. They train with their squad twice a week, alongside a dedicated coach. Typical fitness goals of new members often include improving strength, endurance, flexibility, and overall fitness. We're committed to helping our members achieve their fitness objectives while fostering a strong sense of community and accountability.

Q: The Athletic Clubs emulate community values. What, in your view, defines an AC member? Is accountability a key trait?

A: An AC member is someone who values not only their individual fitness journey but also the sense of belonging to a supportive community. Accountability is indeed a key trait that sets our members apart. They are dedicated to their squad, their progress, and the success of their fellow squad mates. This strong sense of accountability is what drives long-term results.

Q: People are always surprised to discover your background in Finance; what got you into fitness initially & how did that turn into creating The Athletic Clubs?

A: My journey into fitness began as a personal passion. I realized the transformative power of fitness, not just in terms of physical health but also mental and emotional well-being. The idea of creating The Athletic Clubs stemmed from a desire to provide a unique, structured, and community-driven fitness concept that was similar to my experience playing on rugby teams growing up.



Q: Congratulations on your recent Williamsburg expansion. What excites you most as you are preparing to enter new markets?

A: Thank you! The Williamsburg expansion is indeed exciting. We think Williamsburg is such a great area, with a real focus on community, so we believe people there will love squad training.

Q: With three locations and multiple offerings (the retreats, running groups, squad training, etc.), does The AC envision branching into other sectors? Anything exciting/upcoming on The AC's horizon?

A: While we're constantly looking to enhance our offerings, our core focus remains delivering an exceptional fitness experience and connecting people to the community. Anything that helps us achieve that goal is on the table.

Q: Considering AC's variety of new members and constant growth, how do you envision The AC's footprint in a decade?

A: In a decade, we envision The AC as a prominent player in the fitness industry, with a strong presence in various markets. We aim to grow our studio base each year and mix in more outdoor squads.





Q: What are the most important features and characteristics when it comes to the AC's real estate from your perspective? What do you care most about for your spaces and locations?

A: For The AC, real estate is about more than just location; it's about creating an environment that fosters community, accountability, and fitness success. Therefore, we are looking for spaces within neighborhoods that have a 'local' feel, and we prefer smaller spaces (1-2k sq feet) because they encourage interaction.

Q: Lastly, your leadership style — marked by decisive execution — stands out. We can attest to the impressiveness of your ability to execute and make things happen as a young CEO and Founder. Any advice for emerging entrepreneurs?

A: My advice for emerging entrepreneurs is to have a really clear idea on what you are trying to build and when the right opportunity comes up, jump on it. If NYC real estate has taught me anything, it is to be decisive. Oh, and of course, if you are in the brick and mortar game, make sure you find some amazing brokers like Julia and Jess who will work their tails off for you. They have been incredible to work with!

A WORD FROM OUR SPONSOR

FEATURING: WB WOOD

Interview with Laurie
Hutner

By: Rebecca Fielding



Laurie Hunter

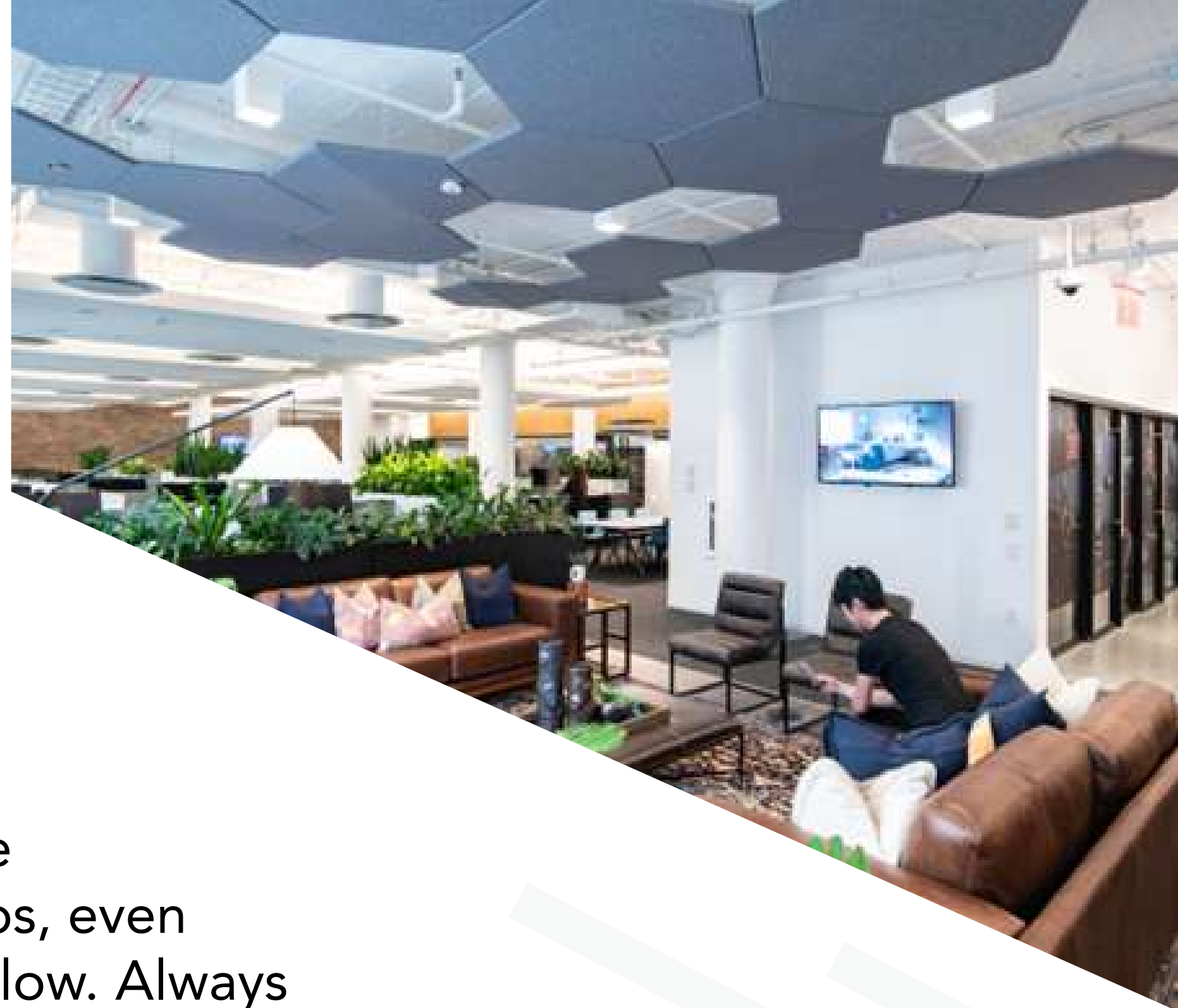
Laurie began her tenure at WB Wood in 1980 as an Account Manager and Furniture Specifier, working with corporate accounts and their respective A&D firms. By 1998 Laurie was an Executive Vice President at WB Wood and, to this day, is a valued member of the Executive Management Team as well as a mentor to her fellow co-workers and outside the organization. Laurie's focus continues to be in business development with corporate end users, design firms, and the real estate community, in addition to overseeing projects with her team.

In addition to Laurie's day job, she devotes her time to serve on the CoreNet Membership Committee, IFMA NYC's Special Programs Committee, the WX Mentoring Committee, the Special Olympics Dinner Committee, the SHARE Pink & Teal Event Committee (as Co-Chair), the St. Francis Food Pantries & Shelters' Women of Valor, and the YMCA of NY Development Committee. She also serves as Vice President of her co-op's Board of Directors. Juggling various aspects of career and personal life can be challenging but she always makes sure to focus on her workout routine while maintaining a healthy diet to keep her energized and focused.

Q: You've had a long, successful career in real estate. What tips do you have for newcomers today?

A: You don't want to wait for opportunities to come to you; you make your own opportunities. You do





that through your valued relationships. You have to take time and establish relationships, even in times when the industry is slow. Always look at the long-term goal; although, of course, I make short-term goals along the way.

Growing your network is not only about entertaining and having a good time. I help and assist people with whatever they're working on, even if it has nothing to do with me. I can introduce them to someone in my network or help in some other way, but I always make the time.

I not only value relationships with my peers, but also the younger women and men. Mentoring and meeting young people with the drive to succeed is also very important. Then, as they grow and become more involved in their careers, you know people in different age groups and different levels who provide unique perspectives. Everybody needs a little guidance, including myself.

Foster relationships with people internally at your own company, too. Never throw anyone under the bus. Always find a solution. Have a Plan A and always a Plan B in your back pocket. We don't sell furniture; we sell a service.

And lastly, I always found that if I wasn't challenged then I'd be very bored. Figuring out new skills and being proactive and thinking of scenarios that could happen before they happen helped me stay one step ahead. Before Nike had 'Just Do ' It, that was my motto around the office.

Q: How has the landscape of furniture sales evolved over your career?

A: My biggest phrase today is that 'technology speeds up the mistakes.' When I first joined WB Wood, all our work was done manually. Floorplans were drawn manually. We had to write up our own orders and quotes. We used to mail them into the factory and wait.

Technology enables us to move so quickly that people expect everything to be done immediately. It can feel like we've run out of time before we even get started. Our partners throughout the entire process think this way, from the end users and consultants to our factory workers. It's still necessary to stop and pay attention and to make sure that all of your information is correct. At WB Wood, we have checks and balances throughout the company so there is always an extra set of eyes to check each other's work.

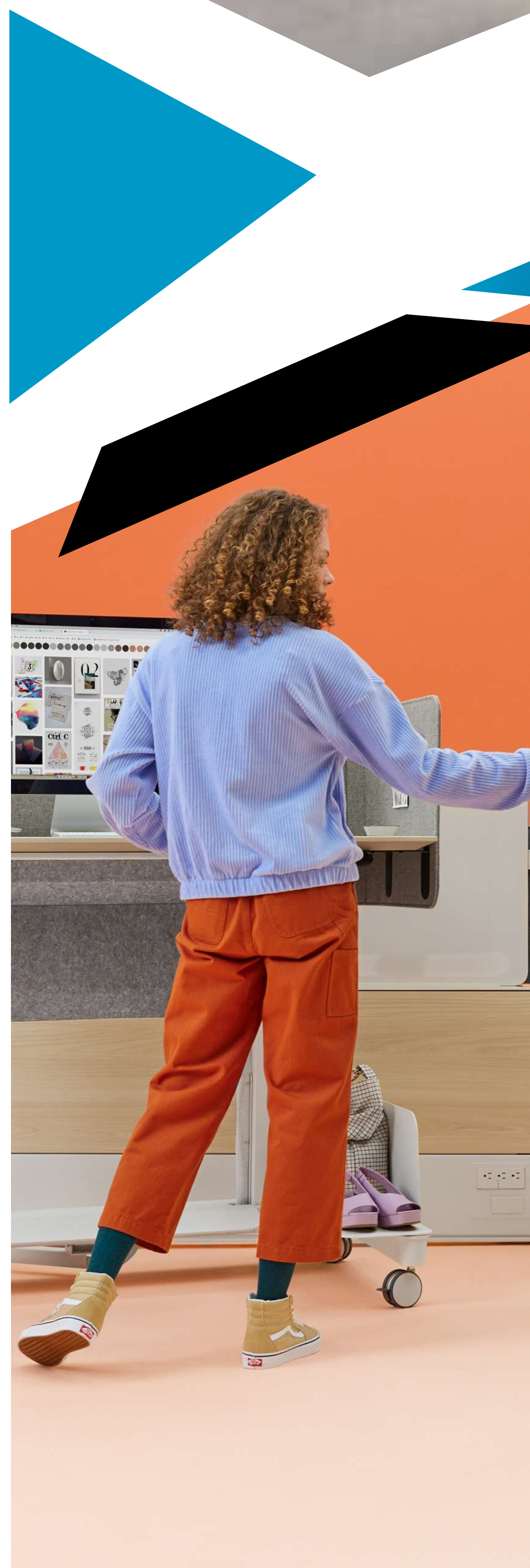
To be successful, it's really a matter of a cohesive relationship with stakeholders, and it's all about communication. Sometimes with emails, you miss a lot of communication. Phone calls can work better, then you follow up with an email to get everything confirmed in writing.

Q: What design trends are you seeing in the city these days?

A: Landlords are now designing more social spaces in their offices to attract tenants to their buildings and to encourage people to return to the office. Some landlords are revamping entire floors into collaborative spaces for tenants to meet, like a café or a restaurant area. People are now associating the office with more than just work. In furniture, that's what we call our ancillary offerings, and we assist their architects or in-house design teams with the layout and furniture selection.

Wellness centers are getting popular, too. Today this phrase is not just referring to a mother's room, but also additional places for people to chill and even meditate in a safe space. Mental health is a big issue with people today, and they need to make space for that.

Designing with diversity, equity, and inclusion in mind is important so all feel welcome. Companies are asking individuals what they're looking for and what would draw them back to the office, so everyone's needs are met.





Q: What are some of the challenges a good furniture strategy can solve?

A: The biggest challenge today is how to help companies encourage employees to return to the office. In the past, companies could dictate to employees what their office was like, but now they're engaging their employees more on furniture selection by including them in mockups and questionnaires.

A new tool that Haworth has developed is the Echo System. It's a flexible piece that allows the user to shift their way of working throughout the day and manipulate how they want to face, either out into the office or closed off toward the person next to them, depending on the type of work they have that day.

We re-did our office recently as we changed our manufacturer partnership to Haworth. Our in-house design team and consultants used warm, inviting colors for comfort and to make people feel safe. Color patterns and a welcoming lounge area make it feel like a home. Designing for comfort is important today, especially after the world experienced something so tragic.



Q: Are there any other insights about the CRE market that you'd like to share?

I'll just say that I've been through 4 recessions, and this is not terrible. I've learned that it's important to never count on just the large companies to be your focus. Earlier in my career, when the big banks went under, I was able to stay busy with other opportunities because I had a diverse clientele of smaller companies in healthcare, education, media, etc. I always give the same amount of dedication to the smallest project as I would a larger client.

PM/FM SPOTLIGHT

**Interview with
Christine McHugh,
Managing Principal
at White Strand
Development**

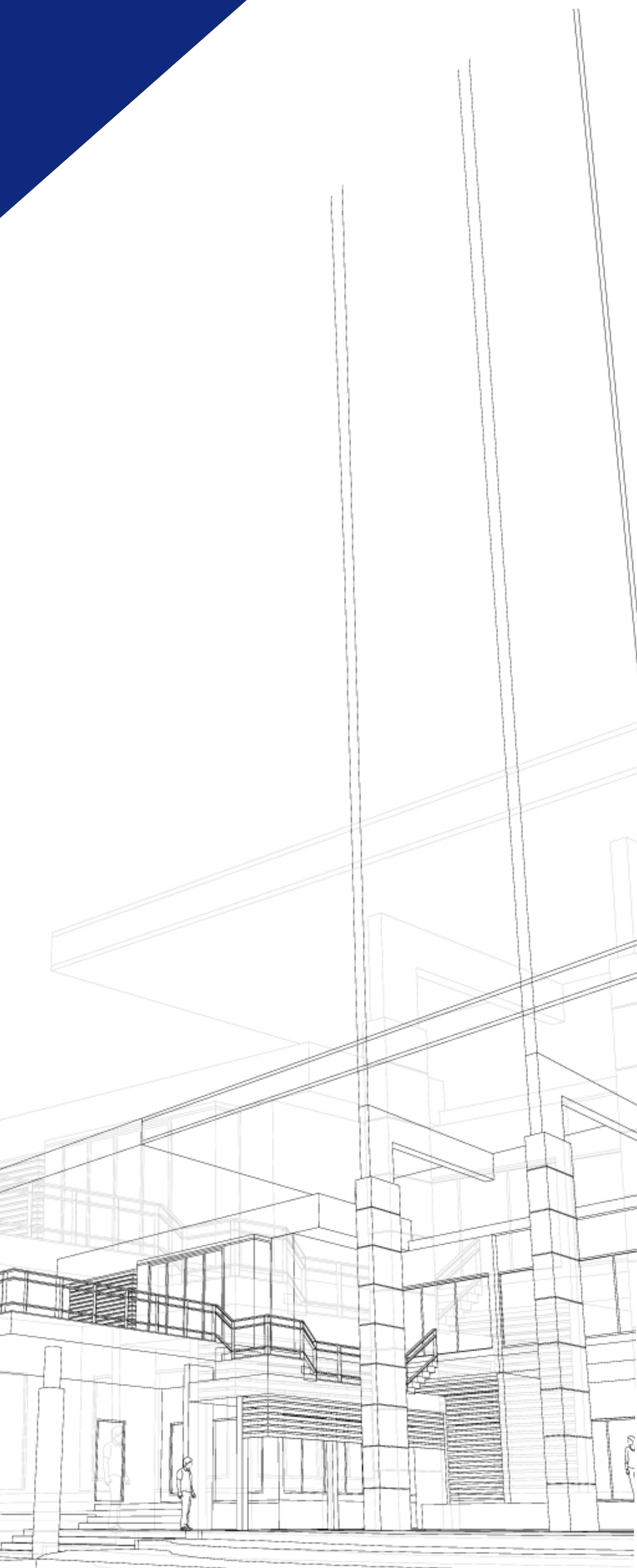
By: David Feliciano,
Eagle Transfer



Christine McHugh

Christine McHugh has decades of experience in the design and construction of corporate facilities. She now brings this wealth of knowledge to her very own firm, White Strand Development, a company with roots in project management, but more recently has been focused on capital work, like infrastructure projects. Christine leans heavily into her expertise in data analysis and smart building technology associated with energy as well as health and safety.

As a firm believer in the power of education to change lives, Christine is proud to be a member of the Ambassador Council for New York City's Nontraditional Employment for Women (NEW). She has also been appointed to Pace University's Advisory Board for the Pace Lubin School of Business Going Virtual certificate program. Christine is part of the Urban Green/GPRO Construction Management Advisory Committee, which focuses on Local Law 97 and revamping the NYSERTA project delivery integration plan. In addition, Christine is excited to welcome the opportunity to join 2023/2024 NYC Board of Directors for the American Society of Heating, Refrigerating and Air-Conditioning Engineers.



Q: How did you find your way into Project Management?

A: I had an architectural design degree but graduated in a down market, so I started teaching Auto CAD for Auto Desk. Then they offered me a corporate job in house to do space planning for their offices, and when they needed somebody to handle budgets and schedules from the test fits that I made. So, it happened very naturally and early in my career.

Q: Are you from NYC originally?

A: I'm from Putnam/Westchester area, but my parents are both from The Bronx. My grandparents are Irish immigrants, and my grandfather was actually in construction. He's my only real connection to the industry.

Q: What is one thing that no one knows about you or would expect from you?

A: People who know me may not be surprised by this, but I bought a house in Ireland that was built in 1742 that I'm currently renovating. It's something I always wanted to do. I've renovated multiple homes here in the U.S., but I really like the history and charm of older European buildings and very much appreciate the craftsmanship.

Q: What is something you're proud of in your career?

A: The most recent example I'd say was safely navigating construction during the COVID-19 pandemic. We had a fantastic team of tradespeople who showed real resilience during this challenging time. We broke the trades into smaller teams, and we spread out their arrival/departure times to minimize bottlenecks at the loading dock/freight elevators.

I was fortunate enough to be working for Evercore during this time. We were in the middle of building six 30K RSF floors. We had to re-shuffle how we bought out the contracts, and we re-laid out some of the space to account for social distancing so there was some creative design involved. This is why it is so important to work with firms who share your values and who want to do right by the client but not at the expense of putting people in harm's way. I also worked during 9/11 and Superstorm Sandy, so I know how important it is to have the right teams in place, especially in tough times.

Q: What is something that you feel most proud of in your career?

A: Professionally, one of the things I am most proud of is being an agent for change. I'm on the NYC Ambassador's Council of Nontraditional Employment for Women (NEW). NEW prepares, trains and places women in careers in the skilled union construction trade, helping them to achieve economic independence and a secure future for themselves and their families. I structure my signature projects with a target of 15% women in the trades.

The NEW programs offer a lot of support for women who are facing adversity in life. Many of these women are coming out of poverty and are on welfare. They really want to work, and to be able to open the door for them is more powerful than you think. Sometimes, when they tell their stories, we get choked up hearing how they couldn't get jobs at the Home Depot, and then the next thing you know, they're union carpenters.

It's not just about checking boxes to have women on construction projects. I've had men running jobs who can honestly say that some of the strongest partners they've had are women. NYC is one of the most diverse places in the world, so our job sites should reflect the diversity in our community. Everyone has to come in and pull their weight, so it's a wonderful thing to help women get the chance to prove themselves and succeed over and over again. I feel proud of that. Elevating opportunities for women in the trades is something I'll continue to foster throughout my career.

Q: What are your keys to success?

A: The key to advancement is to push yourself to do the more difficult project as well as committing to the additional hours required to support those projects. More complicated projects become opportunities to learn and grow. I always tell people 'Whatever's the worst thing on your list to do today. Do it first.' When I first got out of school, it was the dot-com boom, which created a lot of opportunities within newly formed start-up companies. This became a pivotal shift in employment. No longer were people graduating from school, getting a job and staying in place for 20, 30 or 40 years. A wide range of opportunities arose, and through that time in my career, I worked for different corporate clients who each taught me new and better ways to manage scope, schedule, and budget. I was thankfully exposed to progressive leaders who set sustainability and diversity goals before ESG even existed.

Q: What is your motivation?

A: Do what you love. When you enjoy something, it's easier to be self-motivated and to motivate others. The opportunities to make improvements to clients' existing standards and to make a better quality space for their employees' benefit are remarkable. We can find locally sourced products and get creative to find cost savings, to lower carbon emissions and to find the right materials through the sourcing and procurement phases. There is still a lot more work we can do to improve the industry as well as our mindset.

Q: What are some of the unique challenges in your role?

A: In my opinion, Property Technology adds the most value to a firm's portfolio, but developing the scope and budget to support PropTech Strategies is challenging. As tech revolutionizes the real estate and construction industries, measuring and monitoring within the built environment is becoming a specialty. My team offers expertise in capital planning, owner/tenant engagement strategies, risk-mitigation preparedness, as well as smart-building insights.

Q: What does the future of Project Management look like at your firm?

A: Better data will help us make better decisions. Companies are taking a deep dive into their occupancy, space utilization, asset management, IAQ and energy usage. My team is currently using PropTech for mapping, as well as researching monitoring and early detection alerts for legionella. There is disruptive technology being developed that focuses on prevention, which is incredible. My firm looks forward to a future in commercial real estate that leverages data and analytics to develop a healthier and more energy efficient working environment.



INDUSTRY EXPLORATION

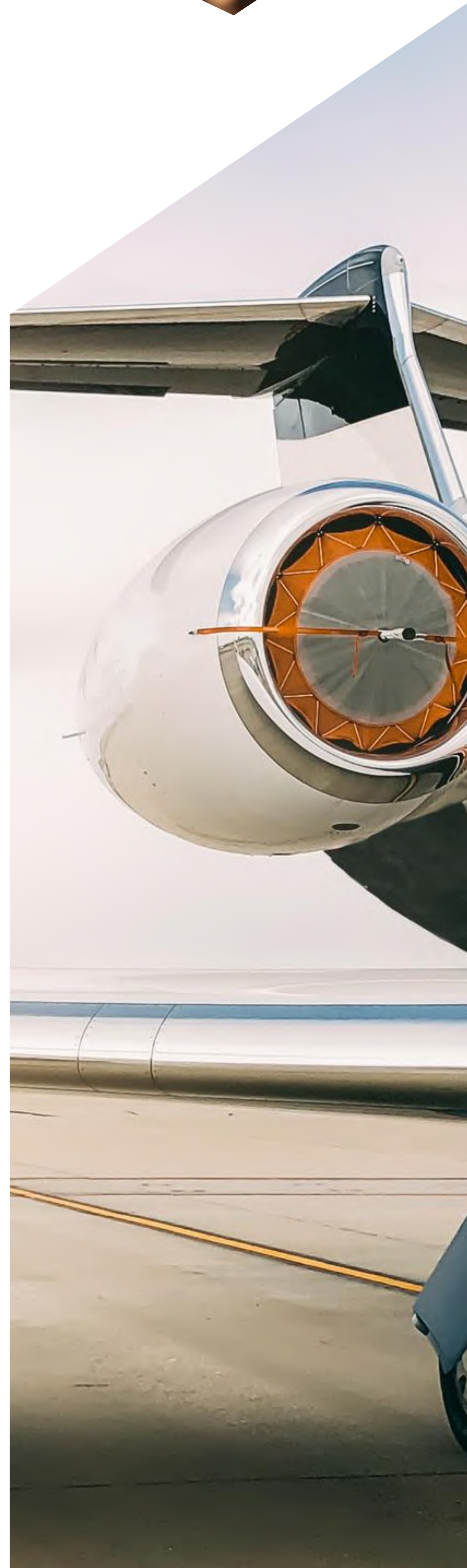
A Look at Aviation



Emre Bagriyanik is a Facility Manager with G1 Facility Services, providing FM to aviation, government and commercial facilities throughout the United States and the Caribbean. Currently, G1 also has several airport operations based in Newark Liberty International, John F. Kennedy International, LaGuardia, Boston Logan International, Orlando International, and Bush Intercontinental and provides services in the surrounding areas.

Q: Can you tell us a bit about your background and your role at G1?

A: I'm from Brooklyn, New York. I've been in aviation for over, probably, 16 years now. I've been working in the aviation field in three different locations. I have an electrical and carpentry background, and right now I'm a manager for the road crew for New York and New Jersey. I basically take care of any service calls, construction needs, or anything under the sun that people can't figure out, so they call us.





Q: What brought you into Facilities Management?

A: I love airplanes, and I love using my hands. It all started when a buddy suggested that I go to the airport and see what kind of jobs they have when I was just 18 years old. I was a natural. Since then, I've been running around just finding solutions to various issues that other people couldn't wrap their heads around.

Q: What's one thing you would say no one knows about you or your professional journey?

A: I would say it's that I'm really good at figuring out things. My biggest resource is just learning from the elders that got it to this point from the previous generations. I look up to those folks like a mentor.

Q: Are there any moments of glory where you save the day that particularly stand out in your memory?

A: Every day really. At the end of the day, it's all about making money for the company and keeping a client happy.

Q: What would you say was your most difficult project to date?

A: That was probably moving the whole cargo building to another building. I had to make a move and get everything back to its exact place in the new building; I had to identify each ballad at each shelf at each level according to this one list they provided us. They estimated the job to take eight days, but I got it done in four.

Q: What are your keys to success?

A: My team. I'm nobody without my team. We're tight. We're working with aviation and short deadlines. And you know, the media and newspapers are quick to show when things go wrong, but no one talks about it when things go right.

Q: What is a unique challenge within aviation facilities specifically?

A: It seems like, when a project is presented to us, they already wanted to have it done the day before. Aviation is fast paced like that. There are a lot of customers going in and out of the facility all the time.

Q: What would you say the future of aviation facilities looks like?

A: There are a lot of advancements for facilities maintenance, but at the end of the day, something's just always got to get fixed. You always need someone's brain to kind of figure things out that other people don't want to get their hands dirty doing. That's where we shine. I don't see a way for artificial intelligence to come and take over the job.

**LIGHTNING ROUND:
Getting to know Emre**

Chocolate or Vanilla?
Chocolate

Wine or beer?
Wine, keep it classy

Pizza or tacos?
Pizza

Beach or Mountains?
Beach

Jets or Giants?
Giants, come on, man

Midtown or downtown?
Midtown, stay away from all the congestion

Sparkling water or still?
Sparkling

Empire State or Chrysler building?
Empire State



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UPCOMING EVENTS:

DEC 6



WEBINAR

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DEC 7



WEBINAR

Global Trends in Facility Management. [Register here](#)

RESOURCES

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IFMA Knowledge Library:

Grow Your Career and Expand Your FM Skills:

[**Landing Get Started - IFMA Knowledge Library**](#)



DEC 5
2023

6:00 - 9:00 PM

IFMA NYC Holiday Party & Toy Drive

Location: Penn6
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New York, NY 10001

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Join us in spreading some much needed joy this holiday season for children in need in the NYC area. Please bring a new, unwrapped toy suitable for children aged 4-12 with you to donate at the IFMA Holiday party & Toy Drive, and we thank you in advance for being a crucial part of this significant cause! Together, let's create lasting memories for every deserving child in need who could really use a touch of magic this holiday season.

A heartfelt appreciation goes to The Advance Group for continuing the tradition of transporting the toys to Fraternite Notre Dame, who will then provide the gifts to the families so no child goes without something under the tree.

Thank you all again, and can't wait to see you all at the Holiday Party!!

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DEC 5, 2023

6:00 - 9:00 PM

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