

NOVEMBER 13-14

ORLANDO

# NFMT<sup>®</sup> ORLANDO

# 2019 Recap

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# NFMT Orlando Covers All the Bases for FMs

A broad array of educational sessions and a wide range of products provided FMs with many chances for in-depth learning.

NFMT Orlando, held Nov. 13 and 14 at the Orange County Convention Center, provided facility professionals with in-depth learning opportunities on a wide spectrum of topics. From low cost tips for energy savings to leadership strategies to ways to maximize the investment in a roofing project, the show offered practical education on key areas of FM responsibility. The sessions were well-attended and the audience was engaged, asking questions and sharing experiences. Between the sessions, attendees networked with their peers, gathering tips, lessons learned, and new

contacts. The good conversations continued on the show floor, where FMs explored the wide array of products and services offered by the more than 140 companies exhibiting at the show. Attendees had the opportunity to identify vendors who could address specific needs in their facilities, and the traffic on the show floor demonstrated that FMs were having many good exchanges with suppliers.

This eBook highlights some of the high quality educational content available at the show. More great educational opportunities await facility professionals in 2020. NFMT will be held March 17-19, 2020, at the Baltimore Convention Center. And NFMT Vegas is set for the Paris Conference Center in Las Vegas, Oct. 27-28, 2020. Both events are free for facility professionals to attend.



NFMT Orlando 2019 panelists John D'Angelo, Anand Sankey, & Bob Holesko (from left)

# What FMs Need to Know for 2020 Roofing Projects

In many parts of the country, spring and summer are the time that roofing projects get underway. But even in the coldest climates, late fall is the season for facility managers to begin getting ready for next year's roofing work. At NFMT Orlando, Nick O'Hare, corporate quality director for StructureTec explained why a busy facility manager should invest time in November for a roofing project that might not get underway for months. The reason is simple: It will help ensure that the facility manager gets the best quality for the best price. The fourth quarter of the year is slow for roofing contractors in



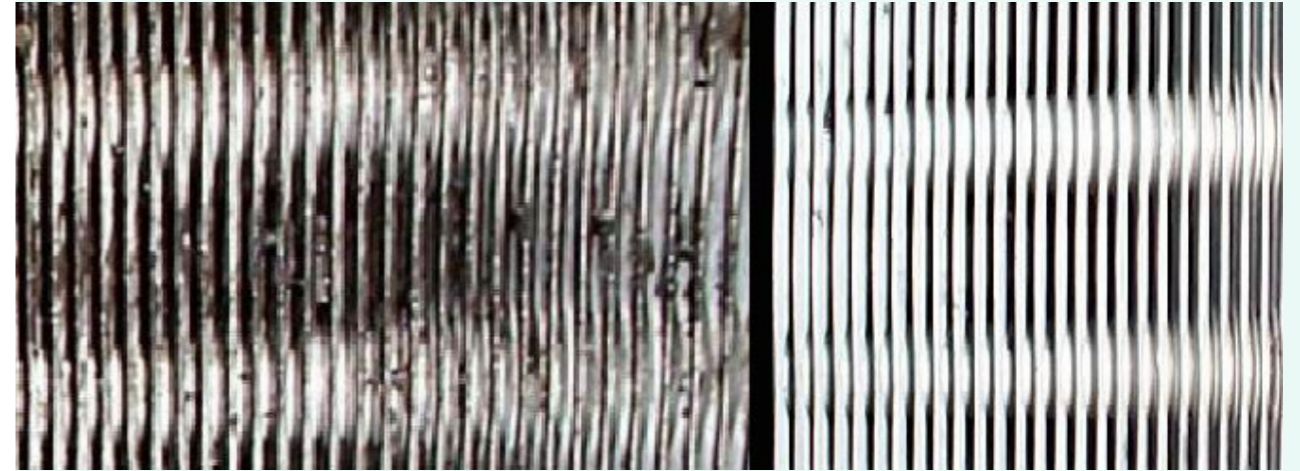
NFMT Orlando 2019 speaker Nick O'Hare

much of the country, so they're busy lining up projects for the following year. That means they're hungry for business. It's a facility manager's opportunity to line up a top-tier contractor at the best price.

Before going out to bid with a project, it's important for a facility manager to determine the best option for a given roof,

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whether that means replacement, recovering the existing roof, repair, or maintenance. For example, imagine a roof that is in very bad shape. Even if that roof is relatively new, replacement might be the best option. And if the organization doesn't have the funds to replace the roof in the next year, it probably doesn't make sense to spend money on maintenance or repair, except to prevent or address leaks. The focus should be on getting the roof onto the capital projects schedule.

## Don't Let FM Knowledge Walk Out the Door

Many facility management departments are at risk of a brain drain — key staff leaving without transferring their knowledge to employees who remain. That's a real issue as the baby boom generation retires. The solution is to develop a tribal knowledge transfer system, said Teena Shouse, principal, FM Transitions.

Tribal knowledge walking out the door can create real problems for facility departments, Shouse said. New employees can take longer to become productive, or they can learn the wrong priorities, or expectations between the organization, vendors, and outsourced service providers may be unclear.



NFMT Orlando 2019 speaker Teena Shouse

A good way to being developing a tribal knowledge transfer system is to identify the key knowledge holders — the ones whose knowledge you want to pass along. Pick your top three people and get started with them, Shouse suggested.

To prevent a brain drain, Shouse advised NFMT attendees to transfer tribal knowledge into a facility management playbook describing roles and responsibilities, standard operating procedures, and contract abstracts.

There are a range of ways to gather tribal knowledge. If a key employee is retiring, begin conversations as soon as you know the person plans to retire. Use quarterly reviews to

ask employees how they do some aspect of their jobs and write it down as a standard operating procedure. Creating a handbook is another way to gather tribal knowledge; so are job shadowing, quarterly calls among geographically dispersed team members, and brown-bag or pizza lunches.

## Finding Cost-effective Energy-saving Opportunities

For some facility managers, getting a budget for energy efficiency measures can be a challenge. But there are plenty of low costs, even no cost ways to reduce energy costs, said Bob Holesko, corporate director of engineering, Great Wolf Resorts.

One energy-saving strategy Holesko developed is to tweak energy set points for chilled water, domestic hot water, food and beverage equipment, and space temperatures. The strategy is straightforward: Adjust set points a degree or two and wait a couple of weeks to see how that small change works. If no issues arise, repeat the process until a complaint arises, then dial back to the previous set point. "If your set points are a degree high or low, you're leaving money on the table," Holesko said.

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The same principle applies to variable frequency drives (VFDs). Facility managers can almost always shave a hertz or two off VFD settings without affecting its performance. Each hertz trimmed can save \$200 or \$300 a year, Holesko reported.

Joining Energy Star is another good example of a no-cost measure that can yield savings. Energy Star provides an array of resources for facility managers. The free Portfolio Manager tool enables facility managers to benchmark a facility's energy use against comparable buildings and can help identify the best candidates for energy-saving measures. "If you're not an Energy Star Partner now, one of your goals should be to join by the end of the year," said Holesko, winner of Energy Star Partner of the Year award four times.

Employees can also help an organization to save energy. For example, Holesko puts up posters to raise awareness of simple measures that can cut energy use. That awareness can pay off. For instance, a third-shift security guard might report that the lights were on in the middle of the night, giving the facility manager an opportunity to take steps to prevent that energy waste.

## What's Cooking? Energy Savings in Commercial Kitchens

Commercial kitchens offer many opportunities for energy savings, Holesko said in his NFMT Orlando session. One simple step is to take a walk through a large commercial kitchen first thing in the morning to see what equipment has been turned on. For example, if a pizza oven is on at 6 am, that may well represent a chance to save energy. Does the restaurant often sell pizzas for breakfast. If not, the reason it's on is "just in case." That's not a good enough rationale to pass on the easy energy savings from not turning the oven on first thing in the morning.

Walk throughs can also help raise employee awareness of things that waste energy, like leaving cooler doors propped open for extended periods of time or using hot water to

incorrectly thaw meat products.

Advances in technology offer other ways to save energy dollars within a commercial kitchen. A good example is adding a demand-controlled kitchen ventilation system to exhaust hoods, Holesko said. The sensors in this system detect the cooking-generated smoke and use VFDs to ramp the hood supply and exhaust fans down to as low as 10 percent if nothing is being cooked. In most commercial kitchens, the hoods run 100 percent as long as the kitchen is open and may not be turned off at night, so hood motors that can automatically reduce the flow of air can be significant energy savers.

