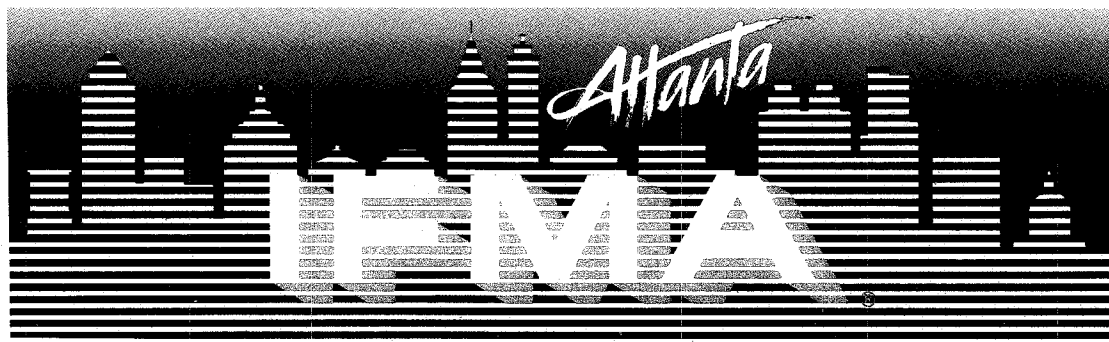


International Facility Management Association



IFMA Atlanta • P.O. Box 43306 • Atlanta, Georgia 30336-0306

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SUSTAINING PATRONS 1995

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Monthly Meeting

Wednesday, November 15, 1995 - Renaissance Hotel

Topic: Disaster Planning — The Milliken Live Oak Fire
Date: November 15, 1995
Time: 11:30 a.m. - 1:30 p.m.
Cost: \$20 Members; \$30 Non-Members, Wait List & Guests
Location: Renaissance Hotel, Midtown
Call: IFMA Office (770) 948-3963 or FAX (770) 948-4507



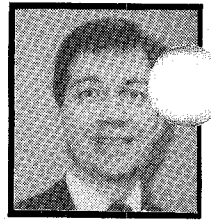
This past January 31, local IFMA-Atlanta member, Milliken Carpet, suffered a devastating fire that leveled over 600,000 square feet of vital manufacturing equipment. The finishing plant was the mainstay of Milliken's manufacturing for carpet tile, hospitality, and residential broad-loom. Milliken had some big decisions to make as the fire continued to burn. Years of disaster planning, safety training, and Milliken's involvement in Total Quality Management made the recovery a little smoother and efficient.

The November 15 meeting will center around the disaster and the steps taken immediately after the fire and continue through the entire rebuilding process. Items covered will include relocation of people, environmental issues, public relations, design/build construction, morale, safety, distribution, and planning.

Consider bringing your HR peers and those in your office that are involved in Disaster Planning and benchmark your plan. **Are you prepared...?**

President's Message

by Gene Meany



Dealing with the Next Excedrin Headache

I had been awake since 2:00 am, waiting for one of the numerous trees that surround my house to come crashing down (*of course, did I take shelter in the basement? No I stayed in our second floor bedroom, to be closer to the action!*) I was attempting to carry on the morning ritual by the light of an anemic candle, razor poised at my throat, when the phone rang. It was the building security reporting a combination of water and ceiling plaster on the floor in a tenant's space. My headache just turned into a migraine. Thank you, Opal.

As facility managers, life is full of unscheduled "events" designed to test our coping abilities. And very often, it is not one major catastrophe, but a build up of minor incidents. Some thoughts on stress management:

Just do it: The best way to relieve the stress is to remove its source. You have a complicated relocation project hanging over your head, or maybe a to-do list a mile long. The best advice is to jump in and get the ball rolling. Strategize with co-workers, customers, or suppliers. Prioritize the tasks to be accomplished. Mobilize the necessary resources. The point is that worrying about it just compounds the stress; taking action will dissipate it.

Humor is the best medicine: I am a firm believer in looking at the lighter side to make it through the crises. During clean-up after the above incident, a colleague wisecracked: *"It's a good thing we just had that ceiling painted, ... the floor would have gotten a lot dirtier."* No, it didn't make the clean-up any easier, nor did it go any quicker. It just may have seemed that way because it put us in a better frame of mind—it relieved the tension.

Break time: Grab a cup of coffee in the cafeteria, take a walk around the block or around the office. Take some time periodically to rejuvenate yourself. It is amazing what 15 minutes away will do to clear the cob webs and sharpen your focus on the issues at hand.

If all else fails, go home and kick the dog!

ATLANTA ROUNDTABLE DISCUSSION

Topic: Alternative Office Strategies
Date: November 9, 1995
Time: 2:00 P.M.
Place: 3100 Cumberland Circle
Tenth Floor, Room 1011
Limit: 25
RSVP: Mike Denson, 249-2542

By now, most facility managers, their suppliers and contractors can describe alternative office strategies. On-site office strategies such as hoteling, shared space, free address, group address, team space and activity space can provide real solutions, as well as challenges, to today's facility manager. Off-site strategies such as telecommuting, virtual office, satellite offices and remote telecenters add to the complexity.

How do facility managers anticipate, plan and manage the workplace changes these strategies represent? What things should a facility manager and their support team be doing now to prepare for the day when they are asked to recommend an approach to support their company's business plan and culture?

At this roundtable, we hope to identify specific recommendations and supporting resources to help a facility manager anticipate and stay ahead of the power curve resulting from these types of changes in the workplace.

Get ready fellow IFMA members. Once again, we get a chance to become TV stars while doing a wonderful community service: our GPTV event is almost here. Mark your calendars for Thursday, December 7, from 6:30 - 11:30 PM. At our November meeting, please be sure to sign the volunteer sheets, making sure that all your "vital" information is very legible, especially your phone and fax numbers—as we will be faxing you the maps with directions on how to get to GPTV. At last year's IFMA / GPTV event, all thirty IFMA volunteers had a wonderful time, helped raise \$25,000 and were seen on TV by all their friends and relatives. The GPTV staff was absolutely wonderful to us—we all got individual gifts and a video tape showing the entire IFMA volunteer group handling the phones during the fund raising segments. Just the experience alone was worth it. Please make sure to sign up when the volunteer forms are passed out. You can also call or fax **Malcolm B. Weiss** of the Community Service Committee to get your name on the volunteer list: **phone, 256-2040; fax, 256-2120**. All members and "wait list" members are welcome to sign up.

WORLD WORKPLACE

Etiquette had the opportunity of attending the recent IFMA Conference, World Workplace '95, and enjoyed the experience. But Dr. Etiquette was appalled at the disregard or Business Manners that he found at all events. We asked him to mention few of the most flagrant violations that he noticed. Here is what he mentioned:

RSVP means to let the proper person know that you will or will not attend an event. One should not assume that others will know to expect you. The vendors spent a great deal of money to provide transportation and meals including open bar. It is discourteous to not show up if you have indicated that you would, without letting your host know well in advance. If your plans change and you will not be able to attend, you should notify the hosts and the chapter president so that others do not stand around waiting for you and trying to call you.

It is also discourteous to just show up without letting your hosts know you would attend. They have made arrangements for seating and/or food and need to plan for you if you are attending.

Also, since these evening events are specifically for the Atlanta Chapter, one should not bring spontaneous guests from other chapters. Whereas it is wonderful for to meet people from other chapters, it is presumptuous to bring them to an Atlanta event without making prior reservations with your host and checking with the chapter president to see if it is acceptable.

The vendors will never let you know that you are in violation of good manners because they want your business, so it will have to be up to the chapter president to monitor change and additions to the group.

Also, Dr. Etiquette heard from chapter leadership that some members did not RSVP prior to leaving for conference as to conference whereabouts and event plans, making it impossible for the chapter to distribute information, receive reservations changes and distribute/exchange pins. Then, some of these same people complained that they were not included in the chapter's social plans.

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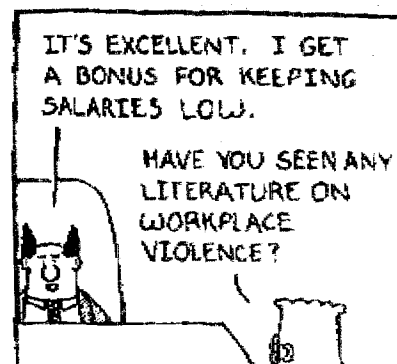
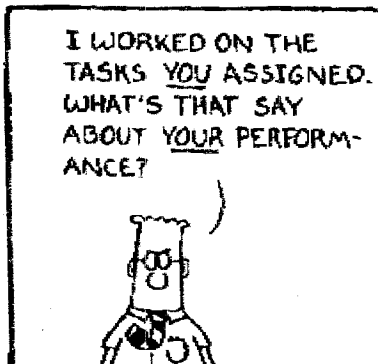
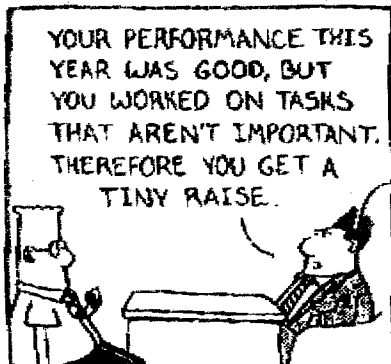
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According to Dr. Etiquette, we need to give more attention to our pre-conference communications to avoid all the hassles and stress associated with the logistics of getting around at Conference. We know everyone is busy, but we all need to read our Chapter Newsletter and other written communication and allow two minutes for good manners. Let's all do better next year. To help to this end, Dr. Etiquette knows that your leadership plans to develop an attendance roster with name, hotel and phone number information available to all attendees net year. Let's plan to use it!

CHRISTINE NELDON BECOMES IFMA FELLOW



Christine Neldon, with Arthur Andersen, was inducted into the IFMA Company of Fellows at World Workplace '95. Pictured with Christine are (l to r) William Broom, Christine, Steve Pelham, and Dorothy Harris. The Fellow designation is given to individuals in recognition of their contributions to the profession and the association.

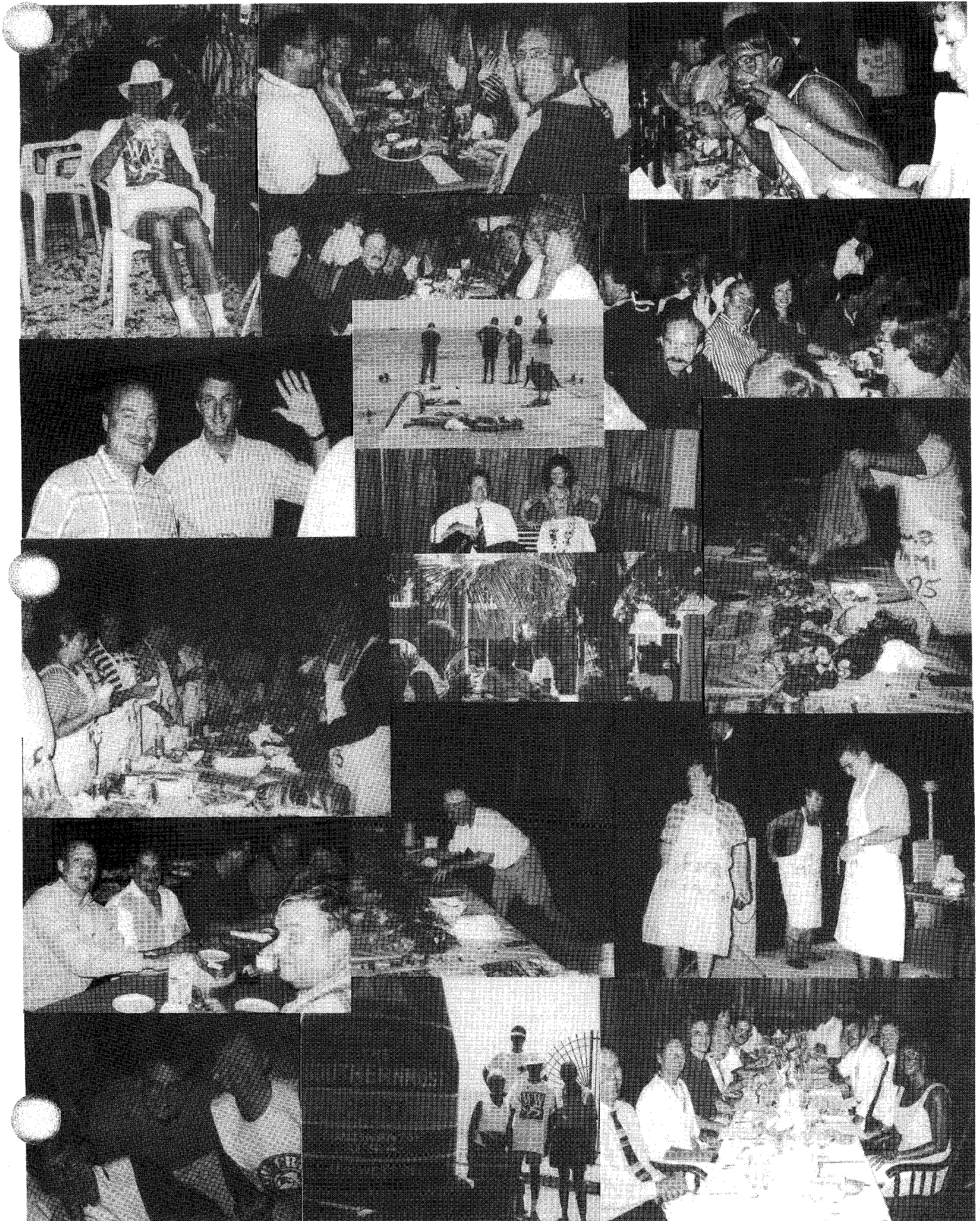


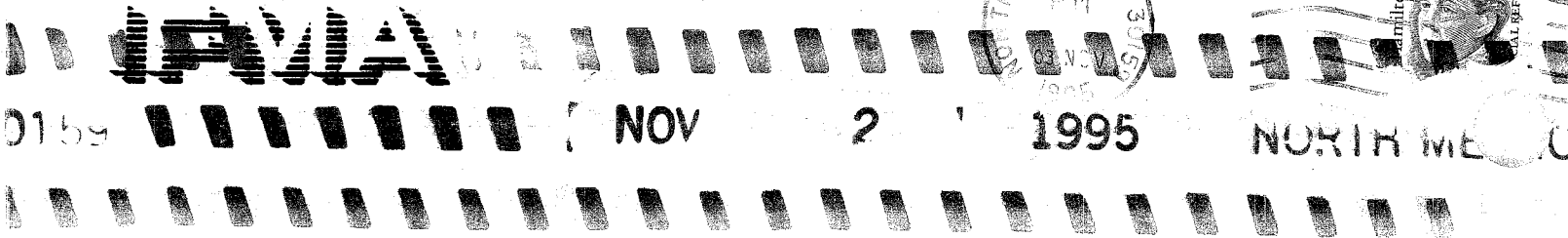
IFMA INFORMER

- SUBJECT:** Susan Lawson, Manager, Facilities Design, The Coca-Cola Company.
- HAILS FROM:** Gastonia, North Carolina. Moved to Atlanta in 1978 . . . *this is home.*
- FAMILY TIES:** Upcoming marriage November 4 to John zumBrunnen (*a North Dakotan!*)
- BACK TO SCHOOL:** Graduated from The University of Tennessee in Commercial Interior Design, 1978. Executive MBA from Georgia State in 1989.
- OFFICE HOURS:** Recently sold my ownership in RDA International to join Coca-Cola. The Atlanta Office Complex is 2.5 million square feet with 5000 employees. Quite a challenge and I love it!
- AFTER HOURS:** The majority of my time is spent with my two West Highland Terriers and my fiance, John, (*not necessarily in that order*). We enjoy traveling, the outdoors...scuba diving, hiking, water and snow skiing...and entertaining.
- BASIC BUSINESS PHILOSOPHY:** "If you don't have the time to do it right, when will you have the time to do it over?"
- MOST IMPORTANT ACHIEVEMENT:** Completing the Executive MBA program in two years while running my own business.
- THE READING LIST:** *The Celestine Prophecy* and *Mutant Message Down Under* have been most enlightening.
- I HATE IT WHEN THAT HAPPENS:** Being late for a meeting.
- HIGH ANXIETY:** Surprise ... A new VP starts today and he needs an office ... creating space in our facility is an adventure every day!
- RECENT FM ACCOMPLISHMENT:** Restructuring my department into a teaming environment which required moving managers out of their offices into workstations. The accomplishment — one month later having the Managers thank me!
- BIGGEST FM CHALLENGE:** Dealing with a 104% annual churn rate.

World Workplace '95

Miami, Florida





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ROSWELL GA 30076-2635

International Facility Management Association
Atlanta Chapter
P.O. Box 43306
Atlanta, Georgia 30336-0306

I.F.M.A. - Atlanta Chapter

REMEMBER PROFESSIONAL MEMBERS

1995-1996 Officer Election Ballots
must be returned
NLT November 15, 1995.

See ballots for mailing instructions.

1995 AWARDS NOMINATIONS

Nominations for Distinguished Member Award,
Achievement in Facility Management Award,
Outstanding Affiliate Member Award, and
Outstanding Allied Member Award
must be submitted NLT November 17, 1995.

If you need Awards Nomination Forms, call **Tom Vernon, 980-2640.**