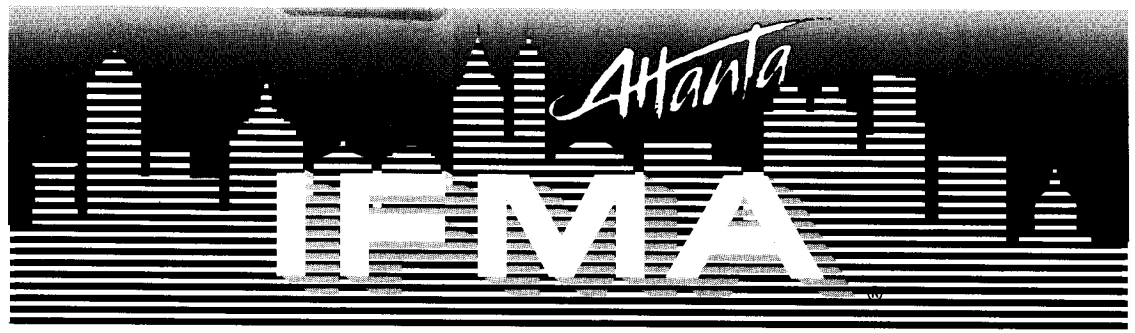


International Facility Management Association



IFMA - Atlanta Chapter

P.O. Box 43306

Atlanta, Georgia 30336-0306

July 1996 Issue

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Monthly Meeting

No Monthly Meeting Scheduled for July Due to the Olympics August Program Announcement

Crime and Violence in the Workplace

Crime and violence in the workplace are in every city and industry and growing at a fast rate. While many firms take steps to prevent crime, many others go about their daily business with a, "it could never happen here" attitude. Whether we are in the big city or a small town, we must all be aware. Brent Brown can help. Brent is President and CEO of Chesley Brown Associates, one of the country's

leading Corporate Security Advisers. Brent's background ranges from law enforcement to property management and he has done security consulting for many of Atlanta and Washington D.C.'s business leaders. Brent will help us answer our crime questions in next month's program. Don't miss this "tailor made for IFMA" program to be held August 21, 1996 at a location to be announced.

President's Message

by Harry Ludwig, III

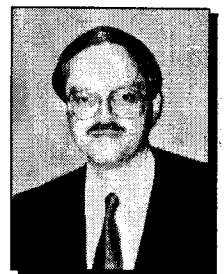
A View From The Inside, Before...

At this writing, there are but 36 days until the most significant event in Atlanta's modern history begins. It is an understatement that much has been written (and even more said) about seemingly every aspect directly or indirectly related to the Olympics. Having been very involved in the planning process for many months, it has become increasingly apparent that many of the issues being addressed and questions being raised by businesses located within the Olympic Ring are facility management issues and questions. Accordingly, this month's column is a FM perspective; a perspective with a **view from the inside** of the Olympic Ring relative to the more frequently raised FM issues and questions and a brief overview of how they are being addressed.

Within many business organizations, planning for the "Summer of 1996" has been going on for well in excess of a year. As a participant, this writer has, to date, attended two "Business As Usual" seminars sponsored by the Atlanta Chamber of Commerce, two *191 Peachtree Tower Management/Tenant Round Tables* and numerous internal Olympic Committee meetings, the most recent of which was yesterday. Another *191 Peachtree Tower Round Table* is planned for June along with additional internal staff meetings to be as sure as is reasonably possible that everything is in place for "the big event".

All of the planning sessions have been augmented by a herculean networking effort...person to person, by phone, by e-mail and by written correspondence to communicate and confirm the myriad details relative to how this organization (and others) will function during the Olympics. Notwithstanding the planning effort, it is recognized that much of what is to take place is beyond our influence, much less control.

From the perspective of being very close to the center of the Olympic Ring, the seminars, round tables and planning sessions have driven home the fact that everything done, or attempted, will be influenced on a grand scale by the sheer numbers of daily visitors to the downtown/midtown area. Depending on the particular day's events and which source one wishes to quote, there will each day be between 350,000 and 600,000 visitors to the Olympic Ring area of Atlanta. This is in addition to the 100,000 to 150,000 who travel to the area each day to work. It will truly seem that **the world** has arrived in Atlanta.



continued on page 2

President's Message, continued from front

For those few who may not be completely up to date, the 1996 Summer Olympics will be the largest ever held with more nations, more athletes, more spectators and more visitors than any prior games. Of further significance is the fact that most of the competitions which attract the largest number of spectators will be held in venues within the Olympic Ring...an imaginary circle extending approximately 1 1/2 miles in every direction from the center of downtown.

Almost as many questions have been raised as there are people involved in the process. However, many can be summarized as follows.

Are hours of operation being affected?

Very much so! From a FM standpoint, the anticipated crowds are impacting everything. Hours of operation will, of necessity, be altered. Because street blockades and the re-routing of traffic will begin at 7:30 a.m., most downtown businesses will be open by 7:00 a.m. In recognition that the late afternoon/early evening rush hour will be on a magnitude never before witnessed in Atlanta, most businesses will close by 3:00 - 3:30 p.m. Another concession to the expected challenge of getting into the ring is flex-time. Some businesses are permitting staff to work longer hours but come downtown less often. As a morale booster, *business casual attire* is being permitted during the games.

How will staff get to work? Very slowly! To facilitate employee travel into and out of the Olympic Ring, color coded street maps have been made available which illustrate closed, restricted and free flowing(?) thoroughfares. Car pooling is being actively encouraged as is public transportation, on both MARTA and CCT, and use of the special bus shuttle service that will be available between the Olympic Ring and various perimeter locations.

How will routine deliveries be accommodated? After normal business hours. Because deliveries to businesses within the ring must be made between 12:00 a.m. and 6:00 a.m., every effort is being made to eliminate as much delivery traffic as possible. Consumable office and equipment supplies are being stockpiled along with quantities of special supplies necessary to provide for large numbers of visitors expected by those businesses operating hospitality suites. To accommodate drivers making essential daily deliveries, temporary passes are being issued to facilitate ingress and egress.

Are additional furnishings and equipment necessary? In many cases, yes. To assure availability, special arrangements have been made many months in advance with suppliers for the rental and/or purchase of such items as hospitality suite furnishings, large screen TVs and additional office equipment to meet the anticipated operating demands that will be anything but routine.

Where will staff eat? Certainly not in downtown restaurants! For businesses not having (or located in a building without) an in-house cafeteria/food court, this is an issue of some consideration. As it will be all but impossible to go out for meals, employees are generally being advised, where possible, to eat in the building otherwise to bring food with them.

What arrangements are being made for security? Far more than will be visually apparent. In anticipation of the overwhelming numbers of people trying to gain access to high rise buildings to view Atlanta from observation decks that are usually thought, by out of towners, to be on the roof (but almost never are), and, because of the immense crowds, the need for enhanced protection in general for both buildings and tenants, security is a primary issue. In response, some buildings are converting to photo i.d. access cards. In many structures, everyone entering will pass through a security checkpoint not unlike those in airports with metal detectors and x-ray scanning of all carry-in items for anyone not in possession of a photo i.d. card or other authorized credential. Moreover, individuals without such authorized credentials or photo i.d. cards will be expected to have a tenant issued pass (coordinated with building management in advance) or will have to wait to be escorted by a tenant.

Tenant contacts are also being asked to provide daily manifests listing all expected visitors. Additional security personnel will be on hand virtually everywhere to augment security staff. As a result, there will be no casual walk-in traffic. Management of some buildings is also providing identification tags for contract parkers to be hung from rear view mirrors to ease entry into garage facilities that will otherwise be restricted.

Are telecommuting and alternative work sites options? The answer depends on the business one is in and on individual responsibilities. Certainly for some organizations, many staff members will be telecommuting; others will be operating from alternative work sites well outside the downtown/midtown area.

Facility management however, as all FM's

know, does not lend itself to being effectively carried out from a remote site. To manage the site, one usually must be at the site. Those with facility management responsibilities known to this writer, whose organizations are within the Olympic Ring will all be on location to deal with the issues mentioned above.

What about "typical" facility management projects? It can be stated with reasonable assurance that all are being put on hold until after the games. No FM, fully aware of the impact of the Olympics, would attempt to initiate space build-outs, office renovations, major staff relocations, deliveries of new furnishings, building systems maintenance, etc. Everyone will be much too occupied trying to maintain routine, ongoing operations.

Unfortunately, space permits only the briefest mention of what has been, and remains, a very involved, detailed planning effort. Suffice it to say, the title of the Atlanta Chamber of Commerce's seminars notwithstanding, it will be anything but *business as usual* especially for organizations located within the Olympic Ring. Operating at any level even approaching normal will be an incredible challenge. The key elements in meeting what is now just ahead will be **flexibility and patience**; flexibility in one's expectations, flexibility in being willing to adjust as necessary, to last minute contingencies regardless of what "the plan" may call for and patience in dealing with incredible traffic and operational delays.

From our aerie above downtown, it has been exciting to see the Olympic Stadium, the Olympic Village, the Georgia Tech swimming venue and Centennial Park rise from the ground... all major FM projects. We have also observed, and have been affected by, sidewalks being torn up and replaced, installation of new street lighting; the closing of Peachtree Street for two weeks for laying the Olympic Mural at the intersection of Peachtree and International Boulevard; the demolition and reconstruction of Woodruff Park and several other downtown parks and the renovation of many older downtown structures in addition to construction of the new Federal Building and the large convention center complex at the Hyatt Regency Hotel. Downtown, in many respects, is being recreated.

While all that is new within the Olympic Ring, the anticipation of the games and our "birds' eye view" are all exciting, the operational challenge ahead is sobering. We are looking

continued on page 3

Education Committee Update

The Education Committee announces that the next Roundtable will be September 26, 1:30-3:30 at Alston & Bird, One Atlantic Center (IBM Tower). The topic will be **"The Olympic Experience: What did we learn and where do we go from here?"** In preparation for this, we ask that during the next few weeks you keep notes of the best practices, telecommuting, emergencies, train wrecks, security issues, and any relevant activities you would care to share at that Roundtable.

June Luncheon Recap

LIABILITY ISSUES IN FACILITIES MANAGEMENT

We held our last IFMA Atlanta luncheon on Wednesday, June 19th, and hosted a panel discussion on the issue of liabilities facing the Facilities Manager. We met in elegant surroundings at a private dining hall at 103 West in Buckhead.

Tony Waybright, Vice President of Professional Liability, an AON Company, moderated a panel of experts that covered a wide spectrum of liability issues in the workplace.

The panelists included David Baker, Vice President of Property Management for the Weeks Corporation, Roger Godwin of the design firm Godwin and Associates, and Bob Persons, an attorney with Lord, Bissell, Brook.

David gave us wonderful insight into the issues facing property owners such as building access, construction logistics and lease language. He also gave graphic examples of how these areas of the business can create a litigious jungle.

Roger presented us with many of the challenges that face FMers in keeping current with ADA and local codes.

Bob provided legal counsel by covering the acts, laws and legal logistics that revolve around these liability issues.

Tony skillfully tied it all together teaching us the impact Facilities Managers make on their firms and how educated involvement can affect their firms' legal exposure.

The goal of the Programs Committee is to sculpt educational programs involving professionals of the highest skill and reputation, providing benefit for our members and guests. Certainly Tony, David, Roger and Bob helped us to maintain that goal and IFMA Atlanta thanks them.

President's Message, continued from page 2

forward to being able to look back and say our planning was adequate, our businesses did indeed operate with reasonable efficiency, the games were great for Atlanta. In short...it was all worthwhile. A future column will highlight our experiences, **a view from the inside, during the Olympics.**

No Deposit; No Return

Call For Authors

Through a special arrangement with IFMA's Public Relations Committee, the *Atlanta Business Chronicle (ABC)* has offered to publish a monthly article written by an IFMA member. And, we need your help!

Our objective in working with the ABC is to increase exposure for the facility management profession within the general business community. By sharing ideas and tips that can be incorporated by companies both large and small, we hope to create good will and generate a better understanding of, and appreciation for, our profession.

IFMA's Public Relations Committee can provide you with helpful tips and general support in developing your article or story outline. Please call Lori Reed at Heery International at (404) 881-9880 for assistance and more information.

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New Advertising Program!

We are pleased to announce our new advertising program. The program was designed to supplement the cost of producing the newsletter and to offer an additional benefit to our allied and affiliate members. IFMA members will be able to advertise at the following low rates:

Size	Monthly Rates	
	One-time	3 months
1/2 Page	\$150.00	\$135.00
1/4 Page	\$75.00	\$65.00
1/8 Page (Business Card Size)	\$50.00	\$45.00

Non-members will be charged an additional 10% for advertisements.

Make your check payable to IFMA and send it and your camera-ready artwork (photographs are not recommended) to:

Marla Williams, Advertising Coordinator
IFMA - Atlanta Chapter
6849-F Glenlake Parkway
Atlanta, GA 30328

Your ad will appear in the next available newsletter. Space is reserved on a first-come basis — IFMA Members will have priority over Wait List and Non-Member advertisers. The Newsletter deadline is the Friday following our monthly lunch meeting. If you have questions, please call Marla Williams at TEL (770) 668-9980 or FAX (770) 604-9740.

5 TERRIFIC WAYS TO USE LUNCH TIME TO EASE STRESS

Even if you only have 20 minutes for lunch, get away from your desk or work area. You need a change of scenery to feel refreshed.

Get some brisk exercise during your lunch break, if you have a sedentary job or your job involves using limited muscle groups (e.g., lifting). If you don't have time for a workout, at least climb a few flights of stairs.

If you work in a "closed building," try to get outside for a few minutes of fresh air.

Think *balance*. If you work with a lot of people, eat lunch alone. If you work alone, eat lunch with others. If you're an accountant, don't balance your checkbook at lunchtime. If you're a telephone operator, don't spend your lunch break on the phone. During your break, try to do "the opposite" of whatever you do at work.

Eat right. Ideally, lunch should be your main meal and pack 50% of your daily calories (budget 25% of your calories for breakfast and 25% for dinner.) If a big meal makes you sleepy, divide your "lunch" into three parts and have a snack before and after lunch.

—Reprinted from *Well Aware* Newsletter Vol. 8, No. 6, June 1996.

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Protect Your Office From Threat of 'Office Creepers'

By Harry L. Ludwig III

Special to Atlanta Business Chronicle

Although the Olympics will bring many benefits to Atlanta, the large crowds will offer opportunities to those looking for the chance to steal from offices. The problem of "office creepers" is not new, but it can be expected to increase with this summer's activities.

Many offices are being plagued by this increasing office creeper problem. Office creeper is a term used by police and security personnel to describe thieves who enter offices on seemingly legitimate business and, once inside, are very adept at finding unsecured valuables and disappearing with them. Items of particular interest to office creepers are those valuables that can be taken easily and swiftly, such as laptop and notebook computers, dictation equipment, small audiovisual equipment, wallets, credit cards, cash, tickets and stamps.

Creepers are bold individuals who enter offices under fictitious guises. Many dress as service workers, such as cleaning staff or delivery personnel, having "obtained" uniforms and/or badges. Others dress professionally, sometimes carrying clipboards or other "official" papers to increase the perception that they are present for legitimate reasons. If office workers are gathering for a luncheon, reception or other function, many creepers will speak to one or more of the individuals present as they pass to add to the appearance of propriety.

If confronted as they check out office space, the usual creeper's response is to appear lost or suddenly confused. They may reply that they are looking for someone (who, of course, doesn't work for the organization) or they must be on the wrong floor, or perhaps they have mistakenly come into the wrong building.

Here are some suggestions as to how to deal with this growing crime phenomenon:

- Be alert to the people in your office area. If you are ever unsure of someone in your space, stop the individual and ask questions. When challenged, office creepers, wanting to avoid suspicion, will usually quickly depart.
- Never leave purses or other personal valuables in the open or in unlocked drawers. Office creepers can enter an individual's office, go through all unlocked drawers and be gone

in less than a minute.

- Wallets should not be placed in pockets of coats and jackets which are out in the open, such as on the back of a chair or office table.
- Briefcases containing valuables should not be left open or unattended.
- Whenever anyone gives you reason to be suspicious, step aside and phone security or whatever department is available as an emergency resource.
- Keep all doors to your offices closed and locked during normal business hours. Propping a door open early in the morning or after hours is an invitation to an office creeper.
- Be sure your office is adequately staffed during lunch hour. Office creepers are aware of times when there are normally few or no staff members present.

Remember, office creepers are very practiced at their trade. Don't assume your space is impenetrable because you have security or a receptionist.

Ludwig is director of facilities and office services for King and Spalding, an Atlanta-based law firm. He is president of the Atlanta chapter of the International Facility Management Association.

(Reprinted from Atlanta Business Chronicle, June 14-20, 1996.)

WORLD WORKPLACE

If you haven't heard...the format for World Workplace is changing based on a recent broadcast fax survey to which 447 of 998 people responded. That's a 45% response rate!

The registration books are in the mail! Don't forget to register early to save \$\$\$!

Obviously, a lot of people had a lot to say about the organization of the event and IFMA headquarters LISTENED! Be sure to dig through your pile of IFMA "stuff" and find the registration book that has the new dates and times...it begins on SUNDAY and ends on TUESDAY---please plan accordingly!

- Submitted by Cheryl Waybright, CFM and South Region Vice President of IFMA



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Please Note...

Preparation for the August 1996 publication of IFMA Atlanta will take place during the Olympic Games. For this reason, it is necessary to have a July 22nd deadline for submission of all articles for the August newsletter. Please govern yourselves accordingly. For any questions, please don't hesitate to call Sonya Tablada or Pauline Warrior of the Newsletter Committee at 770-393-4700. Thank you for your cooperation.

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BMW Tour Announced!

A special tour of the new state-of-the-art BMW plant and facilities in Spartanburg, South Carolina has been scheduled for IFMA Atlanta Friday, August 23rd, 1996.

Specifics are:

Board bus at 8:00 a.m. (location TBA)

Leave promptly at 8:30 a.m.

Arrive at BMW approx. 11:00 a.m.

Lunch in BMW cafe

Tour of plant & facilities

Tour of just opened BMW museum

Door prizes!

Leave BMW approx. 4:30 p.m.

Return about 7:00 p.m.

Bus seating limited to first 45 confirmed attendees

To sign up: Contact Chapter Administrator's office
(770) 948-3963

Look for more details in the August newsletter.

If you sign up and cannot attend, please cancel to make seating available for someone else.

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