

International Facility Management Association



IFMA - Atlanta Chapter • P.O. Box 43306 • Atlanta, Georgia 30336-0306 • December 1996 Issue

1996 EXECUTIVE BOARD

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1996 SUSTAINING PATRONS

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Choate Construction Company
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DeKalb Office Environments
ReGeneration
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Geiger Brickel
Haworth
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Interior Installations
Consultants, Inc.
Knoll
Moore Copies, Inc.
Pointe Services, Inc.
Royal Cup Coffee, Inc.
Snypp-Bowen-Carnahan
Steelcase, Inc.

Monthly Meeting

Wednesday, December 18, 1996 • The Commerce Club

Topic: Annual Awards Luncheon

Date: December 18, 1996

Time: 11:30 a.m. - 1:30 p.m.

Cost: \$20 Members; \$35 Non-Members, Wait List & Guests

\$25 Members; \$40 Non-Members, Wait List & Guests at the door

Location: The Commerce Club (directions on back page)

Reservations: IFMA Office (770) 948-3963 or FAX (770) 745-9164

*** Please call by Friday, December 13 to make your reservation. Reservations made after this date are subject to a \$5 surcharge on the meal cost.

IFMA-Atlanta will hold its Annual Awards Luncheon on Wednesday, December 18, 1996, at the Commerce Club (directions and details on page 8). Please join us in recognizing those members who have made significant contributions to their companies and to the Atlanta Chapter during the past year, as well as to witness the installation of the new Chapter Officers for 1997.

continued on back page

If a reservation is made in your name for an IFMA function, the Atlanta Chapter incurs an expense for the meal that is reserved in your name. Accordingly, our policy is to invoice for reservations made but not kept or cancelled and you will be invoiced. Cancellations must be made 48 hours or more in advance of the function in order for the chapter to avoid being charged.

President's Message

by Harry Ludwig, III

The Year In Review...

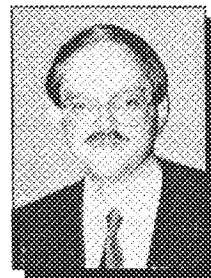
And what a year 1996 has been! Beginning in the final stretch of frantic preparations for the Summer Games, continuing through the Olympics and beyond to what has proven to be an ongoing high level of business activity, 1996 will long be remembered.

This year has been one that has been challenging, productive and, most importantly, successful for our Chapter as well. In this article, the writer's last as your Chapter President, major accomplishments and noteworthy events of 1996 are recapped with special mention of those who made so much possible.

SPONSORSHIP:

Although only the second year into our Sustaining Patron program, 1996 will be remembered as the year in which the Chapter realized a 100% renewal rate (of all 1995 patrons) and a growth rate of 50% with the addition of seven new patrons to our roster. As you have heard from yours truly throughout the year, the Atlanta Chapter, with these resources, is able to operate in a

continued on page 2



President's Message continued from front

business-like manner enhancing services to all members in the process. Our patrons have indeed made possible many things our Chapter would otherwise not be able to do. A word of thanks to Vice President, **Kathy Roper**, for readily assuming the task of encouraging our Sustaining Patrons to renew for 1997, initiating correspondence and following up diligently with personal contact.

ADMINISTRATIVE SUPPORT:

This has been the first full year in which IFMA Atlanta has utilized the support services of Associations of Georgia, Inc. With the growth and complexity of the Chapter, our Administrator's office has contributed a great deal to our ability to operate efficiently and in a more time responsive manner. Our Administrator has responsibility for maintaining Chapter databases (Membership and Wait List); for mailings to both new and prospective members; for handling distribution of the *Chapter Directory*; for assisting in the set-up and administration of Chapter meetings; for the collection and reconciliation of receipts and billing of no-shows.

Having such support, has enabled our Chapter to operate at a higher level of effectiveness than ever before possible which translates into enhanced member services. As a result, the contract with Associations of Georgia has been renewed for 1997. **Freddi Hagin** and **Ginger Walker** are both to be commended for their conscientiousness and genuine interest in IFMA Atlanta.

DATABASE MANAGEMENT:

Another "administrative achievement" in 1996 has been the clean up and restoration of our large and complex membership database. Our Chapter has grown to the point that almost daily attention is required to add, change and delete information. The Chapter's ability to promptly respond to new members, to potential members and to other

interested parties is based almost solely on the completeness and accuracy of the database. To better insure the information remains current, procedures were put in place for all membership applications to be routed through our Administrator's office prior to sending on to Association headquarters in Houston. The Chapter newsletter, directory and other mailings are now sent out immediately when an application is processed in Atlanta. How much better it is for a new member to be contacted without delay! We all owe our appreciation to **Ginger Walker**, in our Administrator's office, for her tireless work and to **Dave Brucks** for his input and advice.

FACILITY MANAGEMENT EDUCATION:

Education...the opportunity to stay current on issues impacting Facility Management, is at the core of what IFMA is all about. Our Chapter has responded in 1996 with excellent programs and more round tables than held previously in any year.

Programs this year have included Asbestos Abatement, a "ride" on the Internet, an Olympic Games Transportation Update, Alternative Workplace Strategies, Successful Project Management, Liability Issues in Facility Management, Crime & Violence in the Workplace, Facility Management--Keeping It All In The Air, Outsourcing and our annual FM Sharing Rally. Our Program Committee, chaired by **Mark Ormand**, has worked hard to bring coverage of so many key facility management issues to our membership. Also contributing have been **Claire Brucks** and **Matt Dawson**.

Round tables have been enjoyed, as well, by many IFMA Atlanta participants this year. Topics addressed have included Facility Planning for the Olympic Games and Keys to Customer Satisfaction. **Mike Denson** and our Education Committee are to be commended for initiating, planning and hosting this

series of round tables and for the comprehensive *IFMA Atlanta 1996 Membership Survey* the results of which will help guide the Chapter leadership next year in meeting member expectations. Also assisting were **Joanne Cole**, **Matt Dawson**, **Alysin Foster**, **Ann Steele** and **Bill Thorpe**.

WAIT LIST MANAGEMENT:

For the first time in a number of years, our Chapter Wait List and its administration were updated, improved and put "in sync" with Houston resulting in Association headquarters abandoning their "Atlanta Chapter Wait List" replacing it with ours. Why is the Wait List important? First, the Atlanta Chapter has one of the largest wait lists of any chapter. Secondly, the wait list represents, at this writing, nearly 50 potential allied/affiliate members whose motivation to join IFMA the Atlanta Chapter has an obvious interest in maintaining. Individuals remain on the Wait List until "professional" membership growth permits their being invited into membership. Accurate Wait List information and management enables the Chapter to maintain ongoing communications essential to preserving interest in our Association. Since his appointment as committee chair, in addition to researching the countless changes necessary to bring the Wait List up to date, generating correspondence and following up on innumerable requests for information and assistance, **Dave Flory** has maintained ongoing communication with both Association headquarters and wait listed individuals. The result is a streamlined, far more efficient process benefiting all.

NEWSLETTER:

Still another noteworthy achievement this year was the transitioning of our newsletter to a new printer, changing the format, paper, etc., initiating an advertising program and lowering the overall production and distribution costs. Our thanks to **Sonya Tablada**

continued on page 3

President's Message continued from page 2

for making the resources of her company available to IFMA and especially to **Pauline Warrior** who has done a remarkable job as editor, notwithstanding the transition. Indeed, Pauline's efforts have made many of the improvements possible. However challenging and stressful the monthly print deadlines and dealing with many contributors are, Pauline never complained once...and...has agreed to stay on as editor in 1997!

A kudo is certainly also due **Marla Williams** for "plowing new ground" in planning, executing and administering an advertising program! Marla's considerable results speak for themselves!

ADDITIONAL MEMBERSHIP BENEFITS:

Also initiated this year was the convenience of using credit cards (both MasterCard and Visa) to pay for monthly luncheons. This was done in response to input received from some of our members as well as our Administrator and has been well received. Additionally, updates to the *Chapter Directory* are now being done on an as needed basis...between annual printings. Recognizing the usefulness of our directory as a networking and informational resource, and the pace of change in Atlanta's facility management community, our Chapter is endeavoring to place more current information in the hands of all members as a member benefit. Our thanks, again, to **Freddi Hagin** and **Ginger Walker** for help with our "credit card initiative" and to **Kathy Farley** for assisting in editing the newly formatted *Chapter Directory*.

PUBLIC RELATIONS:

Another attainment of our Chapter this year is in the increased level of public awareness of IFMA and of facility management in the Atlanta area. Made possible by a series of articles in the *Atlanta Business Chronicle* written by Chapter members, this recognition is

making a positive difference in how facility management is perceived. Articles have appeared on a variety of facility management subjects and now include our Atlanta Chapter logo. (We have been invited to use the Commerce Club as a meeting venue because of this exposure.) Announcements regarding the election of Chapter officers have also been published in both the *Atlanta Journal Constitution* and the *Atlanta Business Chronicle*. **Lori Till** is due a special thanks for her "pioneering" work increasing public awareness of, and placing Facility Management on the business "radar screen" in Atlanta.

CHAPTER SPONSORED TOURS:

Tours of the innovative, state-of-the-art Prince Street plant and all day tour of the impressive BMW manufacturing, warehousing, distribution and administrative facilities began a new Chapter focus on offering more tours. This is in keeping with the just completed membership survey in which facility tours is the highest ranked choice (by a wide margin) for IFMA sponsored activities. More will certainly follow.

CHAPTER REPORTING:

A key element of Chapter administration is the often thankless but nonetheless critical generation and distribution of reports including monthly Board minutes and Chapter Activity Reports as well as quarterly financial summaries for Association headquarters and monthly financial statements for the Chapter Board. It is through the routine, ongoing issuance of such reports that each IFMA chapter documents its viability and enables the Association to meet government reporting requirements.

Both Chapter Secretary, **Sheryl Yetzko**, and Treasurer, **Steve Wilson**, are due sincere appreciation for consistently producing on time, current, up to date and accurate minutes, chapter reports, financial statements and summaries. Most amazing, Sheryl and Steve were able to "transition" themselves virtually

over night from relatively new, not very active, members to very active contributing participants on our Executive Board! They have forever abolished the *theory* that one must have prior "experience" before assuming a responsible leadership position in IFMA.

LEADERSHIP RETREAT:

In 1994, the Board began the practice of holding an annual Leadership Retreat in the fall. The retreats provide the opportunity for those assuming, for the first time, positions on the Board to establish a rapport with existing Board members. Moreover, a consensus is developed at the retreats of what our Chapter has accomplished, where improvement is needed and what the areas of focus should be for the coming year. All Board members are, thus, given the opportunity to develop their respective area(s) of emphasis for the upcoming year. A more cohesive Board and a more focused and effective Chapter have been the results. Our gratitude this year to **Rick Luders** and **Jaime Lanier** for working with yours truly in planning the retreat and for serving as our hosts. This year's was the most successful retreat held to date.

OTHER KUDOS:

Others contributing this year, to whom our Chapter is indebted include **Susan Sullivan** and **Haidee Courson** for bringing our Hospitality Committee back to life and making new members and guests feel more welcome in the process. For her help in serving those seeking employment or making a job change, **Susan zumBrunnen** is due both credit and thanks. Our thanks also to **Malcolm** (and **Kathy**) **Weiss**, **David Adams** and **Carl Hagood** of the Community Service Committee for making Project Extend, on Saturday, November 2nd a success. And to still others, unmentioned, who have contributed in some way to our collective achievements in 1996, a sincere thank you.

continued on page 4

President's Message continued from page 3

SUMMARY:

All of the activities, administration, programs, round tables and time so generously given by volunteers, both Board and committee members (and others) had the over arching objective of making membership in IFMA Atlanta more valuable for all...professional and allied/affiliate members alike. The reach of the Atlanta Chapter is broad...as broad as our members' interests and their collective facility management needs and expectations are deep.

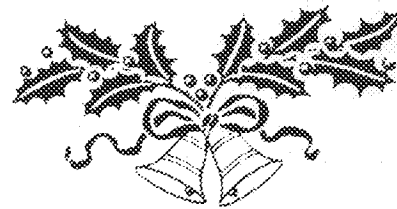
It has been my privilege, in 1996, to serve this fine Association as your President, to work with so many professionals dedicated to advancing facility management and to have the opportunity to help make a positive difference. IFMA is, without question, the premier professional association in this field. Much has indeed been realized in this, perhaps

our shortest IFMA Chapter year ever. (Due to the Olympics, no meeting was held and no activities took place in July.) Each year, however accomplished and successful, should serve as the foundation for yet a better year to follow.

Irving Berlin once said, "The toughest thing about success is that you've got to keep on being a success." The future bodes well for IFMA Atlanta. Our Chapter will "...keep on being a success." Under the capable leadership of **Kathy Roper**, as your 1997 President, IFMA in Atlanta will continue its achievements making membership and participation more coveted, worthwhile and essential to career satisfaction.

May all readers of this column have the best holiday season ever and a very prosperous new year! And always remember...

No Deposit; No Return



December Announcements

SUSTAINING PATRON PROGRAM OPEN

The 1997 Atlanta Sustaining Patron Program is now open to Allied and Affiliate members, as well as others on our wait list who wish to support the chapter. This program has enabled our chapter to provide member services that would otherwise be unavailable without our gracious Sustaining Patrons. Patrons donate \$1,000 to the chapter and receive numerous benefits for their patronage. To obtain details on the program please contact Kathy Roper at 404-649-5011. The deadline for checks or letters of commitment is December 16, 1996.

SPONSORSHIP OF THE NEWSLETTER

IFMA members can 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

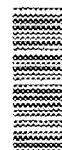
Non-members will be charged an additional 10% for advertisements.

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

Marla Williams, Advertising Coordinator
IFMA - Atlanta Chapter
5849-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.



INTEGRATED
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Quick quantity counts for furniture and equipment liquidations and bar code inventories including:

Detailed descriptions with color photographs for facility design, re-stack or relocation purposes.

Personal computer hardware, internal configuration and software inventories.

Bar code asset management software, portable scanners, training and technical support for you to maintain your assets.

NEW mov-n-Box® rental — bright yellow plastic moving boxes for rent. Less expensive than cardboard — environmentally friendly, crush resistant, tearproof and waterproof. We deliver and pickup.

Call Marla Williams at (770) 668-9980 today!!

Community Services

by Malcolm Weiss

The winds howled around our ears—30-40 MPH at least. Our small but dedicated brave Atlanta IFMA Project Extend Volunteers had ventured out of their warm beds on a cold Saturday, November 2 morning, to meet at the Civic Center Parking Lot to do some work to help the needy elderly. Our dedicated group had lots of determination and grit.

Today through the magic of Les Ness' (the Project Extend Coordinator- whose love for helping the needy is almost unparalleled) magic wand, our little IFMA band was transformed into "painters for the day."

We split up into two groups, and each group went to a different household to paint as much as we could for our elderly needy person/family. I think that I can speak for everyone who was present, when I say that the empathy with these needy people was very evident.

It's amazing what a wonderful facelift a little paint can give to a room - in our

case, a bedroom - that was transformed from dreary, dingy, dull and old, into bright and warm and comfortable.

I hope that our Atlanta IFMA Chapter will continue to participate in Project Extend. The needy elderly are our forgotten generation, as they don't make a lot of "noise" (the squeaky wheel gets the most grease); so they get little help, compared to the younger more vocal needy.

We did well for an initial start, but we can do more for Project Extend in the future.

Painting a needy person's room makes us all a little more humble - "thus for the grace of G-D go I."

A special thanks to all those who showed up on that cold Saturday to help, and to our Community Service Committee for all their help with Project Extend, and with our other project efforts.

Let's all remember:
No Deposit, No Return.

November Luncheon Recap

FACILITIES MANAGEMENT OUTSOURCING & PARTNERING "WHEN, WHY AND HOW"

Chuck Burleson of Lincoln Properties gave an insightful and entertaining presentation on Facilities Outsourcing and Partnering at the IFMA monthly meeting held at the Cobb Galleria on November 20th. First, Chuck presented all in attendance with a brief video and a humorous inside view of facilities management. One might say Chuck had the guests and members "howling!"

After giving an overview of outsourcing, Chuck emphasized the importance of a partnership relationship with outsource providers. He also passed on sound advice when recommending that the FMer never outsource activities such as strategic planning. He referred to this as "Insourcing." Once again IFMA Atlanta was honored to have a professional of the industry take time to share his skills. Thank you, Chuck!

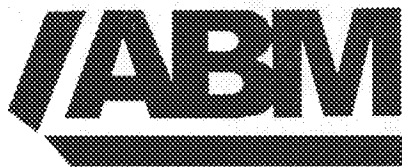
Thought for the Month

"Every job is a self-portrait of the person who did it. Autograph your work with excellence."

—unknown

**Happy
Holidays!**

From IFMA-Atlanta Chapter



Janitorial Services

OUR GOALS

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Outstanding Service
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As major providers of contract janitorial services in the United States, American Building Maintenance Co. and ABM Janitorial Services offer cost-effective programs ideally suited for commercial, industrial and institutional facilities. At ABM, responsiveness and accountability are fundamental.

Our experience and know-how are assets that allow us to more efficiently service projects of all sizes and specifications. Over 10,000 satisfied customers nationwide will attest to our performance.

Service Capabilities. We are attuned to the challenges of providing efficient, competitive, and consistent, high-quality janitorial service for over one billion square feet of floorspace every day.

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770-903-9340

PC Losses: An Update

"Reprinted from the May issue of Managing Office Technology, and copyrighted 1996 by Penion Publishing, subsidiary of Pittway Corporation."

For the office thief, the hottest item going is still the portable computer and its parts. These items are easy to take, easy to conceal, easy to transport, and easy to sell. It is the nightmare of every facility manager and security officer to see those expensive assets disappear during prime office hours.

The best strategy is to assign responsibility for each unit to one user; however, companies are learning that some protective strategies recommended to employees don't work. Thieves have devised clever methods for getting around security precautions. For example, computer cables which secure a computer to the furniture are easily ripped out or cut. Be sure your cables cannot be clipped with heavy-duty wire or bolt cutters. Some manufactures warranty their cables against cutting.

In addition, be sure that removing such cables is not simply ripping out a bolt or lifting the furniture legs. Check with your furniture manufacture(s) to see if they can provide a built-in grommet with a secure bolt. Cables are effective against someone who may be trying to borrow the computer, but they will not stand up to a dedicated thief. For overnight storage, a locked drawer or cabinet is a better choice.

Do our employees carry personal computers in customized carrying cases? Is it obvious what is in the case? Putting the computer in a briefcase or duffel bag will decrease its potential as a target.

Employees also should be cautioned not to keep their wallets or other valuables in these cases. In a recent situation, a computer case being used for a pocketbook was stolen along with other computers. The thief probably was disgusted that the case did not carry a

computer, but the cash and credit cards made up for the loss.

The current trend among computer thieves is not to take the whole unit. Modems and chips are black market favorites, and they offer the bonus of not bearing a company identification mark that has to be eradicated. These components can be removed easily from a portable computer and often are not missed immediately. When the memory slows or communication is not established, the employee may assume that he or she needs a repair technician. He or she may even ignore the problem for a while before reporting it. Encourage your employees to report computer problems promptly.

Unfortunately, the greatest risk to company computers is not from outsiders. A growing trend is the employee (or contract vendor) who steals. These people are not necessarily the lowest-paid workers - sophisticated theft rings involving technicians or staff professionals are increasingly common.

Do you know where your broken computer parts are? A broken card or modem can be inserted into a working unit and the good part harvested and sold on the street.

Corporate repair departments may replace the parts without questioning their overall failure rate. Old parts should be inventoried and disposed of in a secure manner.

Does your company control the purchase of computer parts? It is easy to buy six memory cards, use three or four for the company and sell a few on the side. Purchasing controls and approval procedures should be implemented in departments that purchase these items.

continued on page 7

PC Losses: An Update continued from page 6

Serial numbers of chips and modems should be used to track parts internally. Inventory control is a critical element in effective security.

Be aware of how these items are removed from the office. Have you looked at your company's courier and express mail bills recently? It is easy to take computer chips or software and send them via overnight delivery to another location. Thieves may charge the delivery to a variety of office codes or to the repair account, forcing the company to pay for the delivery of stolen property.

There also is a rising sentiment among office workers that they are entitled to equipment, rationalizing that they need extra memory to do their work better or permanently "borrowing" portable computers to work at home. Since these items are small, they are perceived as inexpensive, so the employee takes or orders all he or she wants, without considering the actions to be theft. Employee training, inventory tracking, and purchasing control are the keys.

Technology can be critical market edge your company needs or its greatest downfall if these units are not protected. Keep your employees informed of the risks and encourage them to use the proper channels to obtain the equipment they need to get the job done.

Career Services

by Susan zumBrunnen

Project Manager:

Ivan Allen has an opening for this position. If interested, please contact John Michael at (404) 332-3093 for details.

Senior Project Manager:

MBT & Associates has an opening for this position. If interested, please contact Maria Taylor at (770) 321-0810 for details.

It's Your Loss

- The American Society for Industrial Security (ASIS) recently released its 1995/96 *Trends in Intellectual Property Loss Special Report*. Results of the biennial survey revealed:
- An increase of 323 percent in the number of intellectual property loss incidents reported per month.
- Potential annual losses of \$24 billion in intellectual property losses from U.S. companies.
- Forty-seven percent of all occurrences abroad occurred in England, Canada, and Germany.
- Top five nationalities involved in these incidents were Chinese, Canadian, French, Indian, and Japanese.
- More than 60 percent of financial losses were for thefts of strategic plans, R&D, and manufacturing process information.
- Insiders with trusted relationship were involved in almost 75 percent of all incidents.
- Seventy-six percent of reporting companies have formal safeguarding proprietary information programs.
- Of those with formal programs, fewer than half have written information security policies and procedures.
- Only 40 percent of those with formal programs identify, classify, and mark proprietary information.
- Of those with formal programs, just 15 percent monitor the use of the Internet and other networks.

Copies of the Report are available by calling Joseph Ricci at (703) 312-6304 or Kate Sur at (703) 312-6305.

Christine H. Neldan, CFM, IFMA Fellow, is director of facilities for Arthur Andersen, Andersen Consulting, Atlanta, Georgia.

A WORLD OF THANKS

THE MEN AND WOMEN OF THORPE ENTERPRISES WISH TO THANK MR. COLLIS WEBSTER and MS. EVELYN GEORGE OF NATIONAL DATA CORPORATION AND GLOBAL PAYMENT SYSTEMS FOR THEIR CONFIDENCE IN CHOOSING OUR COMPANY FOR SECURITY SERVICES.



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Meeting Details & Directions

Here are more details on the Annual Awards Luncheon to be held at The Commerce Club.

Awards to be presented include:

The Distinguished Member Award is presented to a chapter member for outstanding contributions to IFMA-Atlanta and the profession of facility management.

The Achievement in Facility Management Award is presented to a professional member whose facility management program, idea or project has successfully contributed to the effective management of his/her organization's facilities.

The Outstanding Allied and Affiliate Member Award is presented to an allied and affiliate member in recogni-

tion of their contributions of time, energy and money in support of the Chapter.

Due to space constraints at the Commerce Club, seating at this meeting is limited to 84, so make your reservations as soon as possible.

We look forward to you joining us for this festive occasion as we salute our own, reflect on the accomplishments of the past year and look forward to the next.

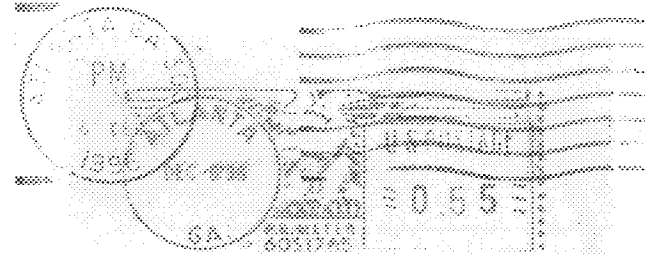
Directions to The Commerce Club

FROM THE NORTH (Marietta, Gwinnett County): Take Interstate 75/85 South to Exit #97 (Courtland Street). Continue down Courtland to the 7th traffic light and turn right onto Edgewood

Avenue. At the 2nd light, turn left onto Park Place. At the next light, turn right onto Decatur Street. Go two blocks, turn right onto Broad Street. The Commerce Building is the first building on your left (on the corner of Broad and Marietta Streets). The parking entrance is on your left after you turn onto Broad Street.

FROM THE SOUTH (Airport, Jonesboro, Riverdale): Take Interstate 75/85 North. Exit Edgewood Avenue (First exit after the Stadium and I-20 Interchange). Turn left onto Edgewood. Go five traffic lights and turn left onto Park Street. At the next traffic light, turn right onto Decatur Street. Go two blocks, turn right onto Broad Street. The Commerce Building is the first building on your left (on the corner of Broad and Marietta Streets). The parking entrance is on your left after you turn onto Broad Street.

International Facility Management Association
Atlanta Chapter
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Eugene F. Meany
Steelcase, Inc.
9715 Summer Oaks Drive
Roswell, GA 30076-1876

