



# ARAMARK'S RECOGNITION OF WORLD FM DAY

With Insights from  
Aramark's Facilities Leaders

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In honor of World FM Day 2015, we celebrate the contribution of facility services professionals at Aramark and around the world. As an industry leader in facility services, we recognize the impact of facilities professionals and the tremendous change that they must navigate and manage.

"There are a few other professions that have more of an impact on our everyday lives," says Ron Mesaros, Vice President of Facilities. From a hospital full of patients and staff, to a skyscraper with thousands of employees, to a bustling college campus, there's rarely a day when someone's life isn't touched or impacted by facilities management.

It is fitting that the theme of Global FM's sixth annual World FM Day is **"Building Resilience for the Future."** We face a rapid pace of transformation within our industry and within the various client environments in which we operate. Facilities professionals must adapt to the fluid needs of their clients and enable the change management process.

"Facilities need a strong balance of technological and human interface," says Mesaros. "In today's world, we need strong leaders who are positive, collaborative, and not afraid to make changes for the betterment of the building's inhabitants. Combining strong leadership skills with an understanding of the intricacies of today's technologies is a must for successful facility managers."

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— Ron Mesaros,  
Vice President of Facilities

#### FACILITIES PROFESSIONALS AND THEIR ROLE IN RISK MITIGATION

One of the core competencies of a facilities professional is in systems understanding, balancing reliability with criticality. Mitigating upfront risk is critical to **Building Resilience for the Future** and requires strong strategic leadership and technical competency.

"Many of the facilities we are initially asked to manage are not properly optimized," says Chris Stemen, Associate Vice President of Engineering Solutions. "Properly commissioning your facilities (both new and existing) is a foundational element to financial responsibility, occupant comfort, and reliability."

Equally integral to **Building Resilience for the Future** is developing a greater appreciation of the strategic value of the physical building/campus.

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— Roger Peterson,  
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Facilities management success, risk mitigation, and business continuity require stability of facilities leadership and the technical talent. "We take an approach that focuses, simultaneously, on operating fundamentals, innovation, and change management," says Mesaros. "Being proactive in our actions and communication has a major influence on the end result: occupant comfort. Much of this is being done through technology, and some of the best training is done in the field, shoulder to shoulder, on the plant floor."

An additional way in which we have assumed leadership in a changing environment and empowered our facilities professionals has been to pilot and leverage new technologies, one of which is Building Information Modeling (BIM).



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BIM’s use in FM is expanding rapidly. As an example, “Imagine a work order comes in for a water leak,” explains Mesaros. “Traditionally, the maintenance staff would go and physically figure out where the valve is, shut it off, and assess where the leak is coming from. In lieu of this approach, now we have the building design on an iPad where we zoom in on the space and peel back the layers. We know exactly where the valve is located and where the water line runs throughout the building—and how to best access the line. It’s a fairly new way to leverage this technology, and one that will absolutely change the industry.”

An additional requirement of today’s facility manager is strong financial acumen. Clients are asking their facility services providers to do more with less, all while managing both complex and older facilities.

“Balancing capital renewal investment strategies with annual operating expenses has never been more complex” says Marc Liciardello, Vice President of Corporate Services. “Deferred need, life cycle renewal, major renovations, preventive and predictive maintenance, and a strong utility management program all need to run congruently.”

A strong strategic financial plan that integrates all these elements is paramount to ensure the relative condition of each and every building is sustained over the life cycle of the building and/or campus.

## **FACILITIES MANAGEMENT DRIVES SUSTAINABLE PRACTICES**

Tied to fiscal responsibility are social responsibility and sustainability. “When executed correctly, sustainable facility practices lead to a two-pronged outcome: reducing overall costs while improving health and comfort within the indoor built environment,” says Liciardello. “Sustainable practices lead to elevated morale and are increasingly in demand with the next generation workforce.” The goal is to focus on those elements that support people, reduce the environmental impact (utilities), and attract a workforce that demonstrate this life value.

“Utility management is the catalyst to an effective sustainability program,” Stemen says. “It is the key to reducing greenhouse gases—all while reducing costs. It is the number one expense outside of labor and the key driver in demonstrating sustainability advocacy and fiscal responsibility.” It is the primary reason why we advocate and have a dedicated team of energy managers on staff.

Says Peterson, “We’re very comprehensive in our approach. We focus on the major points of energy: data management, procurement, generation, distribution, end-use practices, and community engagement. It’s this total approach that produces maximum results: reducing emissions and expenditures.”

“More and more we’re getting asked to assess utility infrastructure and overall costs,” Stemen adds. “When we talk to clients around utility consumption, they are looking for short- and long-term solutions. They are looking for alternative funding methods to execute these plans as well.”

Aside from utility management, green cleaning has been a viable tool for organizations to begin a systemic course of action toward environmental responsibility. Previously, however, there was a cost issue, so there was pushback.

“Now,” Liciardello says, “the continuation of more adapted use of sustainable products has been rewarding. Blue Cleaning™ technology is much more environmentally responsible and is now less expensive. It also reduces the transportation supply chain.”

In lieu of chemical-based cleaning agents, Blue Cleaning™ uses ordinary tap water to clean and kill more than 99.9 percent of harmful germs through the process of ionization. Partnering with Orbio Technologies, we have

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been a leader in adapting Blue Cleaning™. The simplified cleaning solution reduces the cost of existing products, as well as shipping—Blue Cleaning™ is generated on site—potential disposal, and training time.

Sustainability no longer needs to suffer from the cost constraints that it once did. It is less a matter of whether a business or campus can afford to implement environmentally responsible practices, and more an issue of developing a plan of action from the top down to ensure operations align with employees' values regarding sustainability.

## LOOKING AHEAD

The challenges facing today's facilities professionals are certainly daunting. The silver lining is that managing limited resources in a changing, challenging environment is nothing new. Facilities professionals have acknowledged, met, and exceeded seemingly insurmountable challenges for decades.

"Facilities management is about ensuring resources are optimized," Mesaros said. "It's about change management and leadership, all while defining strategies that ensure a fiscal and environmentally responsible tomorrow. Facilities that optimize space and leverage innovation and technological gains—all while respecting and investing in the workforce—will be the model of tomorrow."

Planning and adapting for the future means taking more risks, testing innovation, and thinking outside the box on all levels. Peterson says, "Sometimes in order to be strategic you have to think strategic and hire strategic." Both are required for a strong facilities professional.

On this World FM Day, congratulations to facilities professionals around the world on your accomplishments, and thank you from Aramark.

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**— Ron Mesaros,  
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## CONTRIBUTORS



**Roger Peterson** is President of Business & Industry Facilities at Aramark. Roger joined Aramark in 2005 and has served in roles of increasing responsibility over the past ten years. He is an experienced business leader currently overseeing operations throughout the United States and Canada where he provides leadership and guidance to an 8,000 person work force. He is responsible for delivering quality service, controlling costs, and driving process improvements. Roger's career encompasses in-depth management in the facility services sector. Additionally, Roger served as a Captain in the United States Army Corps of Engineers, providing direction in management, leadership, communications, planning, and problem solving. Roger holds an M.S. from Boston University and a B.S. from West Point University.



**Ron Mesaros** is Vice President for Facilities Services at Aramark. Ron has more than 23 years of experience in engineering consulting, facilities operations, energy management, construction, building commissioning, engineering design review, utility systems planning, and infrastructure assessment. As Vice President of Facility Services, Ron has Leadership responsibility for North American Facilities Center of Excellence, as well as Education Sector facilities business growth, operational execution, service quality, program development, and innovation & expertise for more than 200 facility services clients representing over 250 million gross square feet of campus/educational space across the country. His responsibilities also include senior leadership oversight for Aramark's Engineering Solutions division which includes more than 100 engineering and technical professionals and hundreds of engineering consulting services engagements. Ron has a B.S. in Mechanical Engineering from Bucknell University and is a licensed Professional Engineer in the states of PA, NJ, DE, CT, and MD.



**Marc S. Liciardello** is Vice President, Corporate Services at Aramark. Marc is an accomplished business leader focused on the facility management profession. He joined Aramark in 2006 and currently oversees the strategic and tactical facility and real estate programs for Aramark's international corporate office portfolio. Marc has extensive experience in profit and loss management, technology development, operations management, process re-engineering and business process improvement. He has served on the board of IFMA as chairman and chaired or was a member on numerous committees including IFMA's education, sustainability, government affairs and strategic planning committees. Marc holds an M.B.A. and Bachelor of Engineering from Widener University, as well as the IFMA CFM® and AAE CM certifications.



**Chris Stemen** is Associate Vice President of Engineering Solutions at Aramark. Since joining Aramark in 1998, Chris has held various national leadership roles in strategic facility planning, sustainability, client services, and technical services. Chris currently oversees a professional staff of over 100 engineers, architects and facility professionals; all with the focus on providing unparalleled expertise and support for the built environment. Services provided include capital program management, energy management, building commissioning, plant optimization, facility condition assessments and strategic facility planning. Chris also collaborates with the corporation on developing sustainability programs in facility, dining and conference center environments. Chris was instrumental in the initial development of Aramark's environmental stewardship program, Green Thread. Chris holds a B.S. in Industrial Engineering from Purdue University and certified as LEED AP.

## About Aramark

Aramark (NYSE: ARMK) is in the customer service business across food, facilities and uniforms, wherever people work, learn, recover, and play. United by a passion to serve, our approximately 270,000 employees deliver experiences that enrich and nourish the lives of millions of people in 21 countries around the world every day. Aramark is recognized among the Most Admired Companies by FORTUNE and the World's Most Ethical Companies by the Ethisphere Institute.

Learn more at [www.aramark.com/facilities](http://www.aramark.com/facilities) or connect with us on Facebook and Twitter.

