

# Newsletter

**THE**  
**FACILITATOR**  
The Newsletter for facility management professionals

Resources

Newsletter

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## President's Podium - Learning on the Job

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### Mark Your Calendar

**May 18, 2004**

Tour of Kansas  
Speedway

**June 3, 2004**

Annual Golf Outing  
Painted Hills Golf  
Course

**July 20, 2004**

So You Want to  
Build a Building  
Christ Community  
Church

Whose responsibility it is to get the necessary education and training to become a professional facility manager?

In 1967, my career in the Jewish communal service field began as an instructor of health and physical education at the Jewish Community Center of Cleveland, Ohio. In 1987, I left the Jewish Community Center field as an executive director to assume my current position as an executive director, but my professional responsibilities are now predominantly facility management. I only mention my career path to make a point. I didn't start out to become a facility manager.

A question I am often asked from colleagues I consult with in the Jewish communal service field is, "How did you learn to do what you do?"

Most facility managers today seemed to have slipped into the profession like I did, without formal education. That is not to say we have no formal education, but that we don't have formal "facility management" education. For some reason the skills and experiences we already possess has prepared us for our current position.

I consider myself a "facility management *professional*" because I have taken advantage of the many opportunities that exist for informal facility

management education. The *professional* takes advantage of educational opportunities that come his way.

The Building Owner and Manager Institute (**BOMI**) offers course curriculums that lead to Real Property Administrator (**RPA**), Facility Management Administrator (**FMA**), and Systems Management Administrator (**SMA**) designations. The coursework to earn these designations is comprehensive, current and a valuable resource.

The International Facility Management Association (**IFMA**) provides a professional association for facility managers to affiliate. The association gives the profession status and visibility. It provides educational opportunities at the local, national, and international level, as well as serving as an advocacy group for the professional. It provides opportunities for leadership locally, nationally, and internationally.

IFMA identifies needs for the profession and the professional, and has established strategic plans to address those needs. IFMA is not afraid to look at where it is and determine where it needs to go. Being a member of IFMA is exciting and gives one the feeling of belonging.

IFMA recognizes excellence through the **Certified Facility Management** program. The professional who earns this designation is recognized as competent, and is usually rewarded financially through his employer.

After earning a particular designation, one begins to receive many publications. These periodicals are educational tools providing information about facility management trends, common concerns and issues, innovations, new products, etc.

A facility manager is responsible for his own continuing education. These steps are a roadmap to success:

- Earn professional designations such as **RPA**, **FMA**, **SMA** and **CFM**.
- Read the monthly periodicals you receive.
- Join a professional association such as **IFMA**.
- Get active in your professional association.
- Attend conferences and seminars.
- Take special courses.
- Network with your colleagues.

The opportunities to learn and grow professionally are out there. Take advantage of them.



Alan Bram, President  
Kansas City IFMA Chapter



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**IFMA'S VIOLENCE SURVEY SHOWS INCREASE  
IN WORKPLACE SECURITY MEASURES**

Incidents like the Dec. 26 slaying of seven workers in a Wakefield, Mass. technology company are sounding an alarm for facility professionals, human resource managers and security personnel as their companies take steps to prevent workplace violence with increased security.

The Corporate Facility Monitor survey conducted in January by the International Facility Management Association (IFMA) among a sample of its members shows more than 88 percent consider security a high priority, and 75 percent report an increase in security measures in the past 12 months.

Violent and criminal acts that respondents reported in that time period were: major thefts (57.4 percent); verbal threats among employees (27.1 percent); threatening phone calls (24.9 percent); destruction of company property (22 percent); verbal threats from employees to management (15.3 percent); bomb threats (14.6 percent); fights (10.6 percent); domestic violence occurring at work (6 percent); weapons brought to work (4.9 percent); and sexual assault (1.7 percent). (Hostage situations, actual or attempted bombings, and actual or attempted murders occurred in less than 1 percent of facilities reporting.)

The survey also indicated that the size of the workforce population directly impacts the number of reported incidents, thereby driving larger companies to tighten security in the last year. Facilities characterized as "open to the public" were also more likely to increase security.

Downsizing, layoffs, outsourcing, restructuring, striking workers, replacing permanent workers with temporaries, and other incidents of workplace violence reported by the media were cited as circumstances that would drive companies to increase security, with response rates for likelihood ranging from 41 to 66 percent. An economic downturn was not at all likely to prompt tighter security, almost 70 percent said.

Among the security measures already in place in facilities managed by survey respondents:

- 91.9 percent use controlled building access;
- 60 percent have a security guard at the facility's entrance;
- 63 percent employ a security patrol; and
- 67.7 percent use closed-circuit television.

The Corporate Facility Monitor survey on workplace violence was sent electronically to more than 3,000 IFMA members and garnered a response rate of 28 percent.

IFMA is the Houston, Texas-based professional association for facility management with approximately 18,000 members worldwide. The organization offers networking opportunities through its regional chapters and councils structure, provides certification and educational programs, conducts research, spots trends and assists facility managers in developing skills and strategies to manage the human, structural and real estate assets of an organization. The combined purchasing power of IFMA's North American members is \$64 billion (U. S.) annually. For more information, visit [www.ifma.org](http://www.ifma.org).

Contact: Deb Hensel, [deborah.hensel@ifma.org](mailto:deborah.hensel@ifma.org)  
Katie McEvily, [katie.mcevily@ifma.org](mailto:katie.mcevily@ifma.org)  
Phone: 713-777-9590



International Facility Management Association Foundation

February 13, 2001

Alan Bram, CFM, RPA, FMA  
Jewish Community Campus of Greater KC  
5801 W 115th St  
Ste 100  
Overland Park, KS 66211-1800

Dear Alan,

On behalf of the IFMA Foundation Board of Trustees, I would like to offer you my deepest thanks for your support of the Foundation in 2000. As a token of our appreciation, please accept the enclosed award. Being a Major Benefactor sponsor of the Foundation shows your strong support of the profession and its future.

Your support of the IFMA Foundation has served to strengthen the profession in a variety of ways. Organizations like yours have contributed to the Foundation's ability to extend the reach of the facility management profession, expand educational opportunities and increase our understanding of the factors that will change the profession in years to come. Contributions from organizations like yours have helped the Foundation to:

- Endow two new scholarships
- Publish two research reports, "Speech Privacy in Clinical Settings" and "The Impact of E-Commerce on Facility Management Practices"
- Award a record 15 scholarships worth \$23,000 at World Workplace 2000
- Provide financial support for continuing education efforts at the chapter level.
- Establish facility management programs at Georgia Tech and Texas A&M University.

Without your support, none of this would be possible. We are thankful that you have chosen to support these worthy causes. We are proud to count you among our supporters, and we hope you will help to enhance the value of the Foundation with your continued support in the future.

Sincerely,

William Hoffman, Jr., CFM  
Chair, IFMA Foundation

1 East Greenway Plaza, Suite 1100 • Houston, Texas 77046-0194 • 713/620-4302 • 800/209-4302 • FAX 713/620-6124

## March Program Preview



### LIGHTING TECHNOLOGY



*By Greg Gladfelter*

OK, so it's not the International Space Station (as promised), but it's still technology. That's Lighting Technology I'm talking about. This month the Kansas City IFMA Chapter meeting topic will be on "Lighting Technology". Now let's not all yawn at once. There are lots of things we can do with lighting that you probably didn't know about. For example, why does that Kansas City Strip Steak look so good at the store, but when you get it home

you wonder why you paid six bucks a pound for an ordinary looking piece of meat? Duh! It's the lighting (light bulb goes on inside of your head). And guess what, you can do that at your facility, too. Did you know you could reduce your electric bill by replacing or retrofitting your old incandescent or fluorescent fixtures with new components or fixtures with electronic ballasts and energy saving lamps? And did you ever wonder about control strategies that would automatically turn the lighting off when areas of the building were not occupied? Well, those are the kinds of things you will hear about on March 20th at the Leawood Country Club, 8901 Sagamore, Leawood, Kansas.

Our speaker will be Roger Miller of Illumination Sales, who has over 30 years experience in the industry. Illumination Sales represents some 40 different companies in the lighting industry and related products. Roger will share thoughts on:

1. Retrofitting existing light fixtures, pros and cons
2. Recent developments in lamps and ballasts
3. Paybacks on replacing older style fixtures with energy efficient type fixtures
4. Making your space more attractive utilizing indirect lighting, a premium look without the premium price tag.
5. Control strategies.

If you feel like you "are in the dark" about Lighting Technology, here is your chance to step into the light. See you there.

**When:**

Tuesday, March 20<sup>th</sup>  
11:30 a.m. – 1:00 p.m.

**Where:**

Leawood Country Club  
8901 Sagamore  
Leawood, Kansas 66202  
(Lee Blvd to 89<sup>th</sup> Street – turn east. 89<sup>th</sup> Street will dead end at the Club.)

**Cost:**

\$15 for members  
\$20 for non-members

**RSVP:**

Call the IFMA Program line at 913-906-6000, ext. 1144  
by March 16<sup>th</sup>. Speak clearly and/or spell your name.

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## February Program Review Theft Prevention

Our speaker, Al Jones, Sr. Vice President for Clarence M. Kelley and Associates, started out with an attention grabber by giving us the results of a background check on the United States Congress. Unfortunately, they did not look very good; it made a graphic case for background checks on employees. Al went from there to show how white collar crime could affect us and gave some examples of losses. He then really got close to home when he started talking about physical building security. He gave us examples of how our buildings could be penetrated by fairly easy techniques. His follow-up was some common sense approaches to closing those security breaches. He made some suggestions on building design to facilitate security for those lucky enough to

be designing a facility from scratch.

Al then introduced the concept of thinking “outside the box.” He used an example - auditing guard time for nonproductive time. This time was used for administrative work for the company, which previously accrued costs to other departments. By completing the administrative work during unproductive guard times, the cost of the guard service was significantly reduced by offsetting savings in administrative time in other departments.

There was an outstanding attendance of 75 people for this meeting. As usual, the time was too short, the food was good, the networking was great, and we were able to welcome some new members. The Chapter would like to thank the Kauffman Foundation for opening its doors and providing a wonderful place to have our meeting!



Al Jones, Senior VP  
Clarence M. Kelley and Associates, Inc.



Kauffman Foundation

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### ***Meet our New Chapter Members!***

Brian Long  
Corporate Facilities Manager  
Jack Henry & Assoc.  
23001 W 81st St  
Shawnee Mission, KS 66227

John S. Sullivan  
Director of Building Operations  
Faciliteam LLC  
11610 W. 69th Terrace  
Shawnee Mission, KS 66203

Phone: 913-422-3232  
Fax: 913-422-3237  
E-mail: [blong@jackhenry.com](mailto:blong@jackhenry.com)

Phone: 816-460-5921  
Fax: 816-421-6277  
E-mail: [jsullivan@faciliteam.com](mailto:jsullivan@faciliteam.com)

Randy Morris  
Midwest Regional Facilities Manager  
Jack Henry & Assoc.  
663 Hwy 60  
Monett, MO 65708  
Phone: 417-235-6652  
Fax: 417-235-7400  
E-mail: [rmorris@jackhenry.com](mailto:rmorris@jackhenry.com)

John Kirgan  
Facilities Maintenance Manager  
City of Olathe  
P. O. Box 768  
Olathe, KS 66051-0768  
Phone: 913-393-6217  
Fax: 913-393-6219  
E-mail: [jkirgan@olatheks.org](mailto:jkirgan@olatheks.org)



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## **BUILDINGS FOR A LIVABLE FUTURE SEMINAR MARCH 28 – 8:30 a.m.**

The KC Chapter of IFMA is assisting in promoting a special seminar that should prove extremely beneficial for property and building managers and owners. On March 28, plan to attend the Buildings for a Livable Future Seminar. It will be a half-day seminar, commencing at 8:30 a.m., and will be held at the U.S. Environmental Protection Agency Regional Office, 901 5<sup>th</sup> Street, Kansas City, KS.

The U.S. Green Building Council offers LEED, a state-of-the-art green building rating system that defines sustainable design and construction. LEED helps guide a building team through the process, and even offers nationally recognized certification to projects that meet certain criteria.

IFMA is attempting to gain CE maintenance points for attendance at this seminar. But with or without maintenance points earned, you will benefit from being in attendance!

Watch for a mailing; or for further information, contact Michael Kirk at (913) 307-4200.

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## **IFMA LEADERSHIP CONFERENCE**

*By Alan Bram, CFM*

Wow! Did we have a weekend!

Jim Wilkinson, Linda DeTienne, Teena Shouse, Tony Mannella, Sam Davidson and I attended the annual IFMA Leadership Conference in Houston, Texas on February 9-10. Weather-wise, it was a good weekend to be away from Kansas City. Members were also present from the United Kingdom, the Netherlands, France, Belgium and Canada.

The conference opened officially at 1:00 p.m. on Friday with welcomes from Geert Freling, CFM, Chairman of the Board; Dennis Longworth, President and CEO; and David Brady, Executive Vice President and COO.

Carol Grace Anderson opened the first session, "Get Fired Up...Without Burning Out!" Ms. Anderson has a varied and unusual background. She grew up in an 18' trailer, is permanently blind in one eye, has survived raging floodwaters, and flunked out of three colleges. She now holds a Masters Degree in Psychology, has been a teacher, and has worked in sales and public relations. She also is a professional singer and actress, has performed in movies with Sandra Bullock and on stage with Roy Clark, Willie Nelson, Johnny Cash and others. She has overcome adversity and is fired up about life.

We were in the elevator together and I joked that it seems she can't hold a job, and she laughed back that she hasn't made up her mind what she wants to do when she grows up. In her presentation she talked about attitude, balance in one's life, and the role of change as a positive force.

Much of the conference was geared to enhance leadership and personal skills. There were visioning sessions with key IFMA leaders to try to envision where the facility management profession will be in 3-5 years and how IFMA can help get there. IFMA membership has now gone over the 18,000 mark and the goal is to double the membership in five years. Sessions on chapter strategic planning and programs were also inspirational.

Geert Freling, Chairman of the Board, issued a challenge to the facility management profession in the United States. The profession is more advanced in Western Europe and those professionals in the United States should do whatever they can to see that the United States catches up and does not fall further behind. Lots of reasons were suggested as the cause, but the challenge is still there.

IFMA is offering chapters an opportunity to participate in an exciting new project. IFMA has signed an agreement with WEGO, a Redwood California technology firm to implement WEGO's "Portal Platform" product, thereby significantly expanding the Association's presence and its continuity on the Net. WEGO portals and sub-portals are "gateways" that connect and integrate an association's chapters, special interest groups, and headquarters activities.

Those chapters that don't have web sites can use this system to develop web sites, and those that have sites will have an option to convert to the WEGO system. There are many more advantages and tasks the new system can handle and it is very user friendly. There will be no cost to the chapters and IFMA information specialists will be trained to support the chapters.

Prior to the closing session on Saturday, we were visited by a Dr. Seuss wannabe, Michael Dupre. In costume, he gave his rendition of Cat in the Hat promotes World Workplace in Innsbruck, Austria. After the enthralling Cat in the Hat routine, he returned as a Jazz Cat, complete with trumpet, and promoted World Workplace North America in Kansas City September 23-25. We promise that any jazz at World Workplace will be of a slightly better quality. (Please don't tell Mike I said this. I don't want to discourage a budding talent.)

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## COMMUNICATION

*By Alan Bram, CFM, FMA*

Communicate...to transmit information, thought, or feeling so that it is satisfactorily received or understood. This is where all the trouble starts ... knowing when to communicate, what to communicate, and how to communicate so that the message is understood.

Lack of communication or poor communication is at the root of many problems. The wise facility manager is aware of all his constituencies and knows when and how to communicate. He knows that perception is the reality others deal with and that how things are said, including body language, is important.

In the non-profit charitable institution (my frame of reference), there are many constituencies or customers with whom I have to work. There are agency directors, agency staff, a board of directors, clients, members, volunteers, vendors, etc. A contact with a representative of each of these groups has a potential positive or negative effect on the job that has to be done. Life for the facility manager is much more pleasant when the contacts with his/her constituencies are positive.

There are at least four personal traits a facility manager must possess to be effective ...honesty, integrity, good listening skills and a sense of humor. He/she shouldn't take himself or herself too seriously and must respect his/her customers.

There is a wide array of communications techniques. They are:

- In person
- Letter/memo
- Electronic – fax, e-mail, Web site
- Telephone
- Signs
- Written reports
- Newsletters

Let's take a look at communications with a sample of our constituencies.

The members of the Board of Directors must have the opportunity to be informed of important events. Written and verbal reports can be presented at Board meetings. It is recommended that the time of the board members be respected and written reports that they can read, when time permits, be used when the purpose is only to inform. Minutes should accurately reflect the discussions and decisions made at the meetings. Updates can be sent between board meetings. Written annual reports can be used to summarize the work of the past year. Remember, don't ever embarrass a board member...no surprises.

Employee esprit de corps will benefit with regular communication. Let them know how the business is doing and use an annual performance review to let them know how they are doing and what is expected. Send thank you notes when they do an especially good job or put in extra time to help out. A letter of appreciation at the end of the year can give them encouragement and satisfaction that the job they do is appreciated.

For members or clients, newsletters can be very effective interpretive pieces. Out of order signs with an explanation of what is wrong and how soon it will be fixed are important. Wet floor and wet paint signs should be posted as needed. If there is going to be remodeling or refurbishing of areas, notices should be posted as to what is going to happen, when and for how long.

An area often overlooked is communication with vendors. We need vendors and they need us. Sending a vendor a thank you for a job well done or for a quick response in an emergency should be standard operating procedure. Just as you probably hear more complaints than compliments, the same goes for them. Make a friend for life and say thanks.

The final advice is to not lose your sense of humor and don't take all the complaints you get personally. Most complaints are legitimate. Try to view them from the perspective of the person making them. You know if you can or cannot do something about the problem. Always display a caring concern and you will come out a winner.

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International Facility Management Association's <b>World Workplace 2001</b> Will be held in Kansas City!
Plan now to be a part of this outstanding conference. <b>September 23-25, 2001</b> For more information contact Becky Beilharz at (913)362-1040 or Teena Shouse at (913)315-3046.

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You are invited to attend any chapter meeting if you RSVP to the chairperson at least 3 days in advance.



Meeting	Date	Time	Location	Chair	Phone
Board	March 6	11:30 a.m.	Sprint, 6100 Sprint Pkwy Room 1A221	Alan Bram	913 327-8201
Board	April 3	11:30 a.m.	Jewish Community Campus, 5801 West 115 <sup>th</sup> Street OP	Alan Bram	913 327-8201
Program	April 11	11:30 a.m.	Gerald Jones 800 Broadway, KC	Jennell Hall	816 471-0990 ext 315

All the matters that come before the Board and the committees have one purpose:

**"TO PROVIDE EDUCATIONAL AND NETWORKING OPPORTUNITIES FOR THE MEMBERS OF THE KANSAS CITY CHAPTER."**

The bottom line is that your Chapter leaders are, as you, busy facility managers and vendors, but they have volunteered to give some direction to the Chapter. If we don't do for ourselves, it isn't going to get done. We want you to know that there are no secrets among the leadership and we truly need the input of all the Chapter's members to be sure we plan those programs and activities that are most appealing. You can join a committee or simply stop in at a meeting or two to share your thoughts, feelings and ideas. The Chapter's committee chairs are listed at the end of the Facilitator. I hope to see more of you at meetings.

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**SEASONAL STARTUP OF SWIMMING POOL**

*By Alan Bram, CFM, FMA*

Each spring I look forward to the task of preparing the outdoor swimming pools for summer use. The 50-meter pool is left about sixty percent full all winter so that the under ground water table, that could rise, doesn't have the opportunity to push the pool shell out of the ground. The full pool contains 430,000 gallons of water, which, at about 7.75 lbs. per gallon, weighs 3,332,500 lbs. At sixty percent, it weighs 1,999,500 lbs., which is enough to keep it firmly planted in the ground.

The wading pool is built above ground, so there is no concern that the water table will affect it.

To be sure the pool project goes smoothly and is done efficiently, a matrix should be developed that lists all the tasks to be accomplished. It also allows for a time line. A copy follows this article. It is also important to list all the

supplies that will be needed for the complete project.

In developing the matrix, consideration is given to:

- Employee safety
- Supplies and equipment that will be needed to clean
- Inspections that will be required during the process, such as caulk joints, lighting, water treatment chemicals, and testing equipment
- Spare parts that will likely be needed such as, light bulbs, ladder steps, ladder bumpers, o-rings for pumps, etc.

It also is important that the contractor who services the pool be alerted to the readiness project so that if there is a problem emptying the pool, refilling the pool, with filter start up, or with any other mechanical equipment, he will be on call if needed.

It is good practice to replace all chemical feed lines at least once each year. Chlorine, whether gas, liquid or solid, is a very destructive chemical, and most other pool chemicals can also cause damage and personal injury.

Needless to say, pool chemicals should be stored in marked containers, closed tightly, and separated to avoid any possible chemical reactions between them.

Once the pool is in operating order and the water quality is as it should be, a member of the facility management staff should conduct a pool chemical safety workshop for the water safety staff and anyone else who will be around and/or handling pool chemicals. The goal is prevention of accidents.

### SPRING POOL STARTUP

TASK	Before Start	Day	Day	Day	Day	Day
Remove sand from 50-meter filter						
Inspect 50-meter Filter						
Install new sand 50-meter filter						
Replace all chemical feed lines						
Rent extra power sprayer						
Check fire extinguisher						
Check MSDS, PPE, eye wash, etc.						
Check first aid kit						
Check pool rules signs						
Empty 50 meter						
Block open hydrostatic relief valves						
Sweep trash in pool						
Power spray and remove debris						
Wash with Trisodium Phosphate						
Check all in-pool lights						
Inspect caulking and replace as needed						
Sweep out wading pool						
Wash with Trisodium phosphate						

Inspect caulking and replace as needed						
Replace missing ladder steps or tighten						
Replace ladder bumpers						
Reinstall ladders						
Clean guard stand thoroughly						
Install guard chairs						
Secure guard chair umbrellas from wind						
Install diving boards						
Paint pool deck depth markers if needed						
Remove blocks hydrostatic relief valves						
Fill pools (17 hours)						
Add powdered chlorine						
Add sodium bicarbonate						
Start pumps and chemicals						
Repair chairs & other deck equipment						

SUPPLIES NEEDED		
Equipment	Cleaning Products	Water Treatment Chemicals
Dumpster	Trisodium phosphate	Gas Chlorine
Sump pump	3M pads	Caustic Soda
Hoses	Brooms	Calcium Hypochlorite
Buckets	Cleanser	Sodium Bicarbonate
<b>Personal Protective Gear</b>	Muriatic Acid	Sodium Hypochlorite
Goggles	Scrub brushes	Calcium Chloride
Rubber gloves	<b>Misc Supplies</b>	Pulsar Tablets
Rubber boots	550 ft 3/8 plastic tubing	Sodium Bisulfate
	50 ft 5/8 plastic tubing	Oxone
	Caulking	Test Tablets
	Light bulbs	

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### CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

**What is the best way to develop teamwork among your staff members?**

- A. Frequently tell them that they are part of your team
- B. Have them work together on projects

- C. Hold meetings on teamwork letting them know how to act
- D. Consistently involve them in the decision-making process

Answer to last month's question: A. Signed contract.

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## Quick Pix



Membership Chairman Tony Mannella meets with prospective member, Mary Baldwin from American Sterling Bank.



Members enjoyed a wonderful buffet by Kauffman Foundation.



Linda Linhoff, ERC and Speaker, Al Jones.



Dick Cooper and Jennell Hall.





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