



present

# EFMC

## 2009 | EUROPEAN FACILITY MANAGEMENT CONFERENCE

**One world, different problems – joint efforts, sustainable solutions!**  
16 and 17 June 2009, Okura Hotel, Amsterdam, The Netherlands

### Keynote Speakers



**Miha Pogacnik**  
Slovenian Cultural Ambassador,  
Concert Violinist & Entrepreneur



**Rob Creemers**  
Information Industry Trendwatcher

### Key Topics/Business Cases/Best Practices

- FM Strategies in a Global World
- Partnership Across Borders
- (Re-) Defining Core Business of FM; FM: Adding Value to Core Business
- Life Cycle Management
- The Economics of FM
- Sustainability and Energy Management
- Future Developments and Innovation in FM
- Business Processes and Technology Trends
- Facility Operations: Usability, Customer Services and Management
- Workplace Trends

### Elements

- Business Conference
- Research Symposium
- Exhibition
- Student Poster Session
- European FM Award Ceremony
- Social Programme and Side Events
- Welcome Reception
- Gala Dinner



With the support of

Conference Management Company



## Welcome to EFMC 2009

On behalf of EuroFM and IFMA we feel very honoured to be part of EFMC 2009. Once again, IFMA and EuroFM will jointly present EFMC – the most well-known conference in Europe on facility management. "One world, different problems – joint efforts, sustainable solutions!" is the theme of this year's event.

EFMC will host two symposia: one for business and practice, and another for research and study; thus bridging two disciplines with respect to one globe with shared challenges. The conference will be supported by more than 33 national facility management associations, in particular FMN and IFMA-Holland, and more than 41 research and educational organizations – including highly recognised institutions such as the Center for People and Buildings, LOOFD – Dutch Association of Facility Management Education, TU Delft and the Wageningen University.

As in past years, the event will bring people of diverse individual and cultural backgrounds together from many European countries and abroad. Despite different worldviews and national cultures, we are all challenged by similar issues – whether it be demographic changes or energy consumption. EFMC organizers are committed to support the development of facility management knowledge and practice in light of these issues.

Attendees are invited to participate in events such as the Student Poster Gallery Contest, the European FM Awards and the Exhibition, each recognizing outstanding achievements in facility management.

For those who wish to expand their professional contacts, EFMC also offers a platform for networking with delegates and speakers, as well as students, educators, professors and researchers in the field. Join us as we recognize and share global best practices in facility management.

We invite you to Amsterdam and would be delighted to welcome you.



Albert MM Pilger  
Chairman, EuroFM



John McGee, MBA  
IFMA Chair, IFMA Board of Directors

## Business Conference at a glance

### MONDAY, 15 JUNE 2009

18.00 Welcome Reception

### TUESDAY, 16 JUNE 2009

9.00

10.30

#### Business Session A

(Re-) Defining Core Business of FM;  
FM: Adding Value to Core Business

11.00 – 12.45

12.45

#### Business Session C

Life Cycle Management and Process Integration

14.15 – 15.30

15.30 – 16.00

#### Business Session E

Sustainability and Energy Management

16.00 – 17.15

17.15 – 18:00

18.00

### WEDNESDAY, 17 JUNE 2009

#### Plenary - FM Debate of the Year

"Save money, stop outsourcing!" – "No, it's a crime not to

9.00 – 10.15

10.15 – 10.45

#### Business Session G

FM Strategies in a Global World

10.45 – 12.00

12.00 – 13.15

#### Business Session I

Workplace Trends

13.15 – 14.30

14.30

16.15

## Research Symposium at a glance

### Common Opening Plenary Session of Both Business Conference & Research Symposium

Opening Keynote by Miha Pogacnik  
Coffee Break / Exhibition

**Business Session B**  
Business Processes and Technology Trends

11.00 – 12.45

11.00 – 11.30

**Plenary Session for Researchers**

Invited Speaker on Relationship Research and Business

**Research Part A**

All Categories & Added Value of FM

11.30 – 13.00

**Research Part B**

Service Performance

11.30 – 13.00

Lunch / Exhibition

**Business Session D**  
Partnership Across Borders

14.15 – 15.30

**Research Part C**

Usability

14.15 – 15.30

**Research Part D**

Workplace Management

14.15 – 15.30

Coffee Break / Exhibition

**Business Session F**  
FM Strategies in a Global World

16.00 – 17.15

**Research Part E**

HR/FM and Real Estate Governance

16.00 – 17.00

**Research Part F**

Workplace Management

16.00 – 17.00

### Plenary Session

Report on Feedback From Business Conference and Research Symposium: Highlights and Impacts on the European FM Agenda 2015  
Networking / Transfer / Gala Dinner / Award Ceremony

outsourcing!"

9.00 - 9.30

**Plenary Session for Researchers**

Invited Speaker on Relationship Research and Education

**Research Part G**

Process and Risk Management

9.45 – 10.15

**Research Part H**

Sustainability

9.45 – 10.15

Coffee Break / Exhibition

**Business Session H**  
The Economics of FM

10.45 – 12.00

**Research Part I**

Spatial Layout

10.45 – 12.00

**Research Part J**

Sustainability (continued)

10.45 – 12.00

Lunch Break / Exhibition

**Business Session J**  
Future Developments and Innovation in FM

13.15 – 14.30

**Plenary - FM Future Research and EFMC Action Agenda**

Dutch Ideas for the FM Research and Action Agenda 2015

13.15 – 14.30

### Common Closing Plenary of Both Business Conference & Research Symposium

- Student Poster Session
- Report on Feedback From Business Conference and Research Symposium: Highlights and Impacts on the European FM Agenda 2015
- Closing Keynote by Rob Creemers: Development of FM, Collaboration of Business and Research – Global and European Challenges
  - Final Remarks: Informa and EuroFM / IFMA

End of EFMC 2009

## Business Conference Programme: Tuesday 16 June 2009

9.00

### Common Opening Plenary

Welcome Notes (Associations / Informa) and Opening Keynote

**Miha Pogacnik**, Slovenian Cultural Ambassador, Concert Violinist & Entrepreneur, Slovenia



10.30

Coffee Break / Exhibition

### Session A

#### (Re-)Defining Core Business of FM; FM: Adding Value to Core Business

Chair: Representative From BIFM

11.00–11.30

#### Digital work streams and digital quality management

- When housing costs are offered as a price per unit (mainly square meter), the business lines of a company start to manage on volume
  - Though standardization and automating the workflows, the role of the FM organization as an intermediate between clients and contractors can be performed efficiently
  - Standardization and automation of quality management lead to a higher price/quality ratio
- Marc van der Lee**, Manager, Business Support Within Real Estate Services and **Jeroen Freijser**, Facility Management Organisation, KPN, The Netherlands

11.30–12.00

#### Evidence-based Facility Management

- What do businesses want to know and need to know?
  - Significant existing bodies of FM research
  - Knowledge gaps and how to fill them
- Prof. Alexi Marmot**, Professor of Facility and Environment Management, Bartlett School of Graduate Studies, University College London, U.K.

12.00–12.30

#### The Circle of Five®

#### A magic recipe for optimizing and benchmarking location potency

- Integral approach to healthy location development issues
  - Experience-based model combining public and commercial disciplines
  - Close look at underestimated ingredients to benchmark potency locations
- Rinus Vader**, Executive Director, Business Development, NPC Headquarters, The Netherlands

12.30–12.45

Q &amp; A

12.45–14.15

Lunch Break / Exhibition

### Session B

#### Business Processes and Technology Trends

Chair: Representative From GEFMA

11.00–11.30

#### ISO 9001 and ISO 14001 in Facility Management: More Procedures Mean More Quality?

- How to optimize procedures, reduce paper consumption and relate data
  - Implement necessary procedures for employees and providers without affecting their productivity
  - Online evaluation of KPIs of quality and environmental protection
- Pedro Garcia**, Corporate & Facility Manager, Neinver, Spain

11.30–12.00

#### Service Experience Level Agreements: The Key to Client Satisfaction is to Manage Expectations

- Service Experience Level Agreements (SELAS) - a new concept that allows a company to attune its service concept to the core values of the company
  - The practical value of SELAS will be demonstrated using a case study on Livio, a service provider
  - See how the core values of Livio can be translated into services, fulfilling the expectations of management, staff and clients
- Petra Hillenius**, Lecturer, Saxion University and **P.G.M. Scholten**, Manager Facilities, Livio, The Netherlands

12.00–12.30

#### Facility Performance Monitoring – An Integrated Solution for Being “In Control”

- More and more companies are outsourcing most of their facility services; but they rarely determine the way of monitoring the contracted performance beforehand. This causes many problems because the demand organization and the supplier will have different perceptions of how and what will be audited and which will be the performance indicators
  - The performance monitoring method and the KPIs must be part of the service contract. The demand organization must have a clear vision on the required service level and client satisfaction before tendering
  - The process of determining and implementing the performance monitoring will be illustrated by means of a practical case
- Bernard Drion**, Director, Hospitality Consultants, The Netherlands

12.30–12.45

Q &amp; A

12.45–14.15

Lunch Break / Exhibition



Eveline Balogh



Ernst Brand



Henk Buma



Bernard Drion



Jeroen Freijser



Peter Fröst

## Business Conference Programme: Tuesday 16 June 2009

### Session C

#### Life Cycle Management and Process Integration

Chair: **J.G. Wijnja CFM**, Hanze University Groningen, The Netherlands

14.15 – 14.45

#### An Enterprise Capital Asset Life Cycle Management Model

- Present an American approach to Capital Asset Life Cycle Management
- Introduce an integrated business model for comprehensive Life Cycle Asset Management
- Present quantitative benchmarks supporting key process areas in the models

**Fritz Reuter**, Senior Vice President, Facilities Development & Real Estate and **Matthias Ebinger**, Senior Manager, Enterprise PM Systems, New York Presbyterian Hospital, USA

14.45 – 15.15

#### Sustainability in a Bank Data Centre – Measures for Guaranteeing the High Availability

- Data centres are a task of high complexity for facility managers
- Intensive communication between IT and FM is necessary to understand the needs
- A green data centre requires a good facility manager

**Eveline Balogh**, Facility Manager, Österreichische Kontrollbank AG, Austria

15.15 – 15.30

Q & A

15.30 – 16.00

Coffee Break / Exhibition

### Session E

#### Sustainability and Energy Management

Chair: **John McGee**, Chair, IFMA Board of Directors, USA

16.00 – 16.30

#### Integrating Carbon Management With Planned and Preventative Maintenance as a Sustainable FM Solution

- Understand the benefits and efficiencies that can be achieved by integrating carbon management within planned and preventative maintenance (PPM) programmes
- Develop the synergies that exist between a Carbon Management Action Plan and the PPM programme
- Review a case study on how these techniques have been introduced in a major hospital project

**Peter Smith**, Director of Carbon Management, Interserve Consulting and **Trevor Payne**, Director of Facilities, University College London NHS Foundation Trust, U.K.

### Session D

#### Partnership Across Borders

Chair: Representative From EuroFM

14.15 – 14.45

#### Facility Management in Two leading European Countries: Differences and Similarities!

- Facts and figures about the U.K. and Dutch facility management markets
- Insight into the differences in the development of facility management between two leading European countries
- Analysis of the maturity level of facility management (FM education, FM providers, FM professionals)

**Jelle Van der Kluit**, FM Consultant, Twynstra Gudde, The Netherlands and **Qi Zhou Moss**, Lecturer in FM, University of Salford, U.K.

14.45 – 15.15

#### Attaining leading edge FM in EMEA for Microsoft

- Reduce the number of FM vendors in country
- Increase customer satisfaction
- Key Performance Indicators (KPI's) and Service level agreements (Slas) harmonised throughout the region

**Mike Liddle**, Partner, Business & Facilities LLP, U.K.

15.15 – 15.30

Q & A

15.30 – 16.00

Coffee Break / Exhibition

### Session F

#### FM Strategies in a Global World

Chair: **Sture Karlsson**, Purchasing Director, AB Tetra Pak, Sweden

16.00 – 16.30

#### How Global Corporations use technology developments to Support Asset Management

- The overall global context for facility management
- Key trends within facility management that impact both client organisations and facility management service providers
- The case for integrated facility management technology solutions

**Andrew Carey**, Associate Partner, IBM, U.K.



Daniel Frutig



Graham Canvin



Elwin Herrebout



Petra Hillenius



Verena Hotter



Hugo Kramer

## Business Conference Programme: Tuesday 16 June 2009

<p>16.30 – 17.00  <b>Fit for an Efficient Future? Extending the Value Chain With EMIS</b>  <a href="#">Alexandra Waldmann</a>, Business Unit Manager, Industry &amp; Buildings, Solvera Lynx d.d., Slovenia</p> <p>17.00 – 17.15  <b>Closing Session by the Chair</b>            Information Exchange:            Energy Management Best Practices – Europe and the USA</p>	<p>16.30 – 17.00  <b>Facility Management Value Added</b></p> <ul style="list-style-type: none"> <li>Value-added equation</li> <li>Cooperation and governance</li> <li>Operating model</li> </ul> <p><a href="#">Leif Møllebjerg</a>, Senior Director, LEGO Service Center – Facilities, Denmark</p> <p>17.00 – 17.15                      Q &amp; A</p>
<p>17.15 – 18.00            Plenary Session – Report on Feedback From Business Conference and Research Symposium: Highlights and Impacts on the European FM Agenda 2015;            Presenters and discussion leaders: <a href="#">Lennart Harpe</a> (Chair Programme Advisory Group; Business Conference) and <a href="#">Wim Pullen</a> (Chair of Scientific Committee)            18.00 Networking / Transfer / Gala Dinner / Award Ceremony</p>	

## Business Conference Programme: Wednesday 17 June 2009

<p><b>Plenary – FM Debate of the Year</b>            9.00 – 10.15  <b>“Save money, stop outsourcing!” – “No, it’s a crime not to outsource!”</b>  <a href="#">Magnus Kuchler</a>, Partner, Ernst &amp; Young AB, Sweden</p> <p>10.15 – 10.45                      Coffee Break / Exhibition</p>	
<p><b>Session G</b>  <b>FM Strategies in a Global World</b>            Chair: <a href="#">Sture Karlsson</a>, Purchasing Director, AB Tetra Pak, Sweden</p> <p>10.45 – 11.15  <b>Driving Operational Excellence in a Global Service Company</b></p> <ul style="list-style-type: none"> <li>How we are responding to far reaching changing business environment</li> <li>The key to aligning a global organization to pursue operational excellence</li> <li>How to create value through a consistent and globally standardized operation</li> </ul> <p><a href="#">Daniel Frutig</a>, Group Director, Support Services, Compass Group PLC, U.K.</p> <p>11.15 – 11.45  <b>Rolling Out a Global Facility Management System – Successfully!</b></p> <ul style="list-style-type: none"> <li>Best practices for implementing a global workplace/property management system</li> <li>How cultural differences can affect a global rollout</li> <li>How to increase adoption of your system globally</li> </ul> <p><a href="#">Graham Canvin</a>, Global Property Systems Manager, HSBC Bank, U.K. and  <a href="#">Michael Schley</a>, CEO and Founder, FM:Systems and IFMA Fellow, USA</p> <p>11.45 – 12.00                      Q &amp; A            12.00 – 13.15                      Lunch Break/Exhibition</p>	<p><b>Session H</b>  <b>The Economics of FM</b>            Chair: Representative From EuroFM Corporate Associates</p> <p>10.45 – 11.15  <b>Establishing a World-Class FM Organisation Within the Dutch Public Sector</b></p> <ul style="list-style-type: none"> <li>From ambition to reality: selecting the model that fits the organisation best</li> <li>How to integrate 16 different FM-organisations into one?</li> <li>Discuss how to align FM managers, employees, customers and other stakeholders to the new way of working</li> </ul> <p><a href="#">Ernst Brand</a>, Managing Consultant, PA Consulting Group and  <a href="#">Hugo Kramer</a>, Director of Rijkswaterstaat Corporate Service and Member of the Management Team of Rijkswaterstaat, The Netherlands</p> <p>11.15 – 11.45  <b>Output Performance Monitoring and TFM in Public and Private Cooperation</b></p> <ul style="list-style-type: none"> <li>Total Facility Management challenges in Public Private Cooperation projects in The Netherlands</li> <li>Process of defining manageable output specifications for both customer and contractor</li> </ul>



Prof. Alexi Marmot



Qi Zhou Moss



Pedro Garcia



Fritz Reuter



Michael Schley



Peter Smith

## Business Conference Programme: Wednesday 17 June 2009

<p><b>Session I</b> <b>Workplace Trends</b> Chair: <b>Francisco Vázquez</b>, President, 3G-Office, Spain</p> <p>13.15 – 13.45 <b>A Needed Work Environment Concept in a Fit With Business Process</b></p> <ul style="list-style-type: none"> <li>• What were the demands and expectations of the organisation (special!)</li> <li>• What was the process and what was delivered (freedom!)</li> <li>• What are the effects and the lessons learned (divers!)</li> </ul> <p><b>Peter Bernard Ernsting</b>, Chairman, Unilever SCC, Switzerland and <b>Hans Topee</b>, Director, newDirections, The Netherlands</p> <p>13.45 – 14.15 <b>Design Dialogues in Early Phases of Building Projects</b></p> <ul style="list-style-type: none"> <li>• Design Dialogues - New design-driven method for the early phases of building projects</li> <li>• Collaborative design with multi-professional teams supporting quality and innovation</li> <li>• The facility planning process as change management</li> </ul> <p><b>Peter Fröst</b>, Architect/Professor, SWECO Architects, Sweden and <b>Gianmaurizio Cazzaroli</b>, Director, HR and Services Modena Site, Tetra Pak, Italy</p> <p>14.15 – 14.30 Q &amp; A</p>	<ul style="list-style-type: none"> <li>• Monitoring the quality of services delivered related to the output specifications and handling financial consequences</li> </ul> <p><b>Elwin Herrebout</b>, Marketing Manager, Nordined – Prequest and <b>Antoon Visser</b>, Business Consultant, Strukton Worksphere, The Netherlands</p> <p>11.45 – 12.00 Q &amp; A 12.00 – 13.15 Coffee Break/Exhibition</p> <p><b>Session J</b> <b>Future Developments and Innovation in FM</b> Chair: Representative From EuroFM</p> <p>13.15 – 13.45 <b>Upcoming FM Standards in Europe</b></p> <ul style="list-style-type: none"> <li>• Scope</li> <li>• Perspective and changes</li> <li>• Examples, national and European</li> </ul> <p><b>Wiene Wijnstra</b>, Secretary CEN/TC 348 Facility Management, NEN, The Netherlands</p> <p>13.45 – 14.15 <b>Internationally Trained FM Students Today – Successful FM Employees Tomorrow</b></p> <ul style="list-style-type: none"> <li>• Universities, companies and students work together to shape future FM employees</li> <li>• Future needs: competent, mobile, culturally aware, internationally experienced employees</li> <li>• Sustainable international co-operations via educational programmes, projects, internships</li> </ul> <p><b>Verena Hotter</b>, FM &amp; REM Degree Program, Coordinator IFMP, FHS KufsteinTirol, Austria and <b>Henk Buma</b>, Executive Consultant Corporate Housing &amp; Facility Management, Royal Haskoning, The Netherlands</p> <p>14.15 – 14.30 Q &amp; A</p>
<p><b>Common Closing Plenary</b> 14.30 – 15.00 <b>Student Poster Session</b></p> <p>15.00 – 15.15 Report on Feedback From Business Conference and Research Symposium: Highlights and Impacts on the European FM Agenda 2015; Presenters and discussion leaders: <b>Lennart Harpe</b> (Chair Programme Advisory Group; Business Conference) and <b>Wim Pullen</b> (Chair of Scientific Committee)</p> <p>15.15 – 16.00 <b>Closing Keynote: Development of FM, Collaboration of Business and Research – Global and European Challenges</b> <b>Rob Creemers</b>, Information Industry Trendwatcher, The Netherlands</p> <p>16.00 – 16.15 <b>Final Remarks (Associations / Informa)</b></p>	



Hans Topee



Rinus Vader



Jelle Van der Kluit



Marc van der Lee



Antoon Visser



Alexandra Waldmann



Wiene Wijnstra

## 8<sup>th</sup> EuroFM Research Symposium Programme: Tuesday 16 June 2009

11.00–11.30

### Plenary Session for Researchers

Invited Speaker on Relationship Research and Business

Chairman: **Wim Pullen**, Center for People and Buildings, The Netherlands

### Part A

Facilitator: **Prof Edward Finch**, Salford University, U.K.

11.30–13.00

### All Categories and Added Value of FM

- Practical Post-modernism: FM and Socially Constructed Realities  
**Prof Ilfryn Price**, Sheffield Hallam University, U.K.
- Theoretical Model of the Added Value of Facility Management  
**Prof Per Anker Jensen**, Technical University of Denmark, Denmark
- Economic Effective Implementation of FM – Results of the Research II  
**Friedrich Sustr** and **Prof Alexander Redlein**, Institute IFM Vienna University of Technology, Austria

13.00–14.15

Lunch Break / Exhibition

### Part C

Facilitator: **Dr Theo van der Voordt**, TU Delft Faculty of Architecture, The Netherlands

14.15–15.30

### Usability

- Programming Innovative Workplace Concepts  
**Dr Kirsten Arge**, Sintef Byggeforsk, Norway
- Usability Evaluation of Building Portfolios  
**Anne Kathrine Larssen** and **Anders Larsen**, Multiconsult, Norway
- Usability of Workplaces in Shopping Centers  
**Kaisa Pöyhönen** and **Sami Kärnä**, Helsinki University of Technology, Finland

15.30–16.00

Coffee Break / Exhibition

### Part B

Facilitator: **Prof Dries van Wagenberg**, Wageningen University, The Netherlands

11.30–13.00

### Service Performance

- Performance-based Maintenance: A Comparative Study Between the Netherlands and Israel  
**Dr Igal Shohet**, Ben-Gurion University of the Negev, Israel and **Ad Straub**, Delft University of Technology, The Netherlands
- Enhancing Service Performance at Remote Destinations  
**Prof Dietmar Wiegand**, TU Wien, Austria

13.00–14.15

Lunch Break / Exhibition

### Part D

Facilitator: **Prof Ilfryn Price**, Sheffield Hallam University, U.K.

14.15–15.30

### Workplace Management

- The Knowledge Workplace – Searching for Data on Use of Open-plan Offices  
**Prof Siri Blakstad**, Norwegian University of Science and Technology and **Morten Hatling**, SINTEF, Norway
- The Impact of Spatial Location on Social Position – A Case Study of a Finnish Company's regional office  
**Nils Gersberg** and **Dr Suvi Nenonen**, Helsinki University of Technology, Finland
- Industrial Spaces and Places? Identifying the Future Research Agenda  
**Dr Anna Liisa Lindholm** and **Dr Suvi Nenonen**, Helsinki University of Technology, Finland

15.30–16.00

Coffee Break / Exhibition



Femi Adejumo



Kirsten Arge



Siri Blakstad



Johannes Bockstefl



Nils Gersberg



Prof Per Anker Jensen



## 8<sup>th</sup> EuroFM Research Symposium Programme: Tuesday 16 June 2009

<p><b>Part E</b>  <b>Facilitator:</b> <a href="#">Dr Margaret Nelson</a>, Bolton University, U.K:</p> <p>16.00 – 17.00  <b>HR/FM and Real Estate Gouvernance</b></p> <ul style="list-style-type: none"> <li>Working During Retirement-management of Transition  <a href="#">Giovanni Binda</a>, ZHAW, Switzerland and <a href="#">Anne Tolman</a>, VTT Technical Research Centre of Finland, Finland</li> <li>The Revenue Side of FM  <a href="#">Rogerio Fonseca Santovito</a>, NRE-Real Estate Research Group, Brazil</li> </ul>	<p><b>Part F</b>  <b>Facilitator:</b> <a href="#">Dr Suvi Nenonen</a>, Helsinki University of Technology, Finland</p> <p>16.00 – 17.00  <b>Workplace Management</b></p> <ul style="list-style-type: none"> <li>Alternative Workplace Programmes – An Assessment of the Current State  <a href="#">Nils Gersberg</a> and <a href="#">Suvi Nenonen</a>, Helsinki University of Technology, Finland</li> <li>The Office Satisfaction – Performance Relationship: Fact or Artifact?  <a href="#">Prof Lukas Windlinger</a>, Zurich University of Applied Sciences, Switzerland</li> </ul>
<p>17.15 – 18:00  <b>Plenary Session</b>  <b>Report on Feedback From Business Conference and Research Symposium: Highlights and Impacts on the European FM Agenda 2015</b></p> <p>18.00  <b>Networking / Transfer / Gala Dinner / Award Ceremony</b></p>	

## 8<sup>th</sup> EuroFM Research Symposium Programme: Wednesday 17 June 2009

<p>9.00–9.30  <b>Plenary Session for Researchers</b>  <b>Invited Speaker on Relationship Research and Education</b>  <a href="#">Dr Brenda Groen</a>, Saxion University of Applied Sciences and <a href="#">J.G. Wijnja</a> CFM, Hanze University Groningen, The Netherlands  <b>Chairman:</b> <a href="#">Wim Pullen</a>, Center for People and Buildings, The Netherlands</p>	
<p><b>Part G</b>  <b>Facilitator:</b> <a href="#">Prof Thomas Madritsch</a>, University of Applied Science Kufstein, Austria</p> <p>9.45–10.15  <b>Process and Risk Management</b></p> <ul style="list-style-type: none"> <li>Risks and Controls in Facility Management Processes During the Real Estate Utilization Phase  <a href="#">Johannes Bockstefl</a> and <a href="#">Prof Alexander Redlein</a>, Vienna University of Technology, Austria</li> </ul> <p>10.15–10.45      <b>Coffee Break/Exhibition</b></p>	<p><b>Part H</b>  <b>Facilitator:</b> <a href="#">Prof Siri Blakstad</a>, Norwegian University of Science, Norway</p> <p>9.45 – 10.15  <b>Sustainability</b></p> <ul style="list-style-type: none"> <li>Strategic Facility Management – A Move Toward a Sustainable Asset Life Cycle Model  <a href="#">Femi Adejumo</a> and <a href="#">Yewande Adewunmi</a>, University of Lagos, Nigeria</li> </ul> <p>10.15 – 10.45      <b>Coffee Break / Exhibition</b></p>



Dr Anna Liisa Lindholm



Anne Kathrine Larssen



Prof Michael May



Kaisa Pöyhönen



Prof Alexander Redlein



Rogerio Fonseca Santovito

## 8<sup>th</sup> EuroFM Research Symposium Programme: Wednesday 17 June 2009

### Part I

Facilitator: **Prof Thomas Madritsch**, University of Applied Science Kufstein, Austria

10.45 – 12.00

#### Spatial Layout

- Workplace Density: Impact of Work Practice Change in the U.K. Office Market  
**Peter McLennan**, University College London, and **Michael Bedford**, Pringle Brandon Consulting, U.K.
- Strategic Space Optimization by an Innovative IT Technology  
**Prof Michael May**, University of Applied Sciences Berlin and **Michael Marchionini**, ReCoTech GmbH, Germany

12.00 – 13.15          Lunch Break / Exhibition

### Part J

Facilitator: **Prof Siri Blakstad**, Norwegian University of Science, Norway

10.45 – 12.00

#### Sustainability (continued)

- Benchmarking: Strategies to Optimize WLCC and LCA of Health Care Estates  
**Sliteen Samer**, Technical Centre for Buildings, France and **Francesco Colangelo**, University of Naples, Italy
- Augmenting User-sophistication in Improved Energy-efficiency in Office Buildings  
**Dr Pieter Le Roux**, Center for People and Buildings, The Netherlands
- Managing Sustainable Performance in Facilities  
**Dr Anne Tolman** and **Tommi Parkkila**, VTT Technical Research Centre of Finland, Finland

12.00 – 13.15          Lunch Break / Exhibition

### Plenary FM Future Research and EFMC Action Agenda

13.15 – 14.30

Facilitator: **Prof Ilfryn Price**, Sheffield Hallam University, U.K., supported by **Dr Jaap Hanekamp**, Center for People and Buildings, The Netherlands and **Dr Suvi Nenonen**, Helsinki University of Technology, Finland

#### Dutch Ideas for the FM Research and Action Agenda 2015

**Dr Theo van der Voordt**, Delft University of Technology and **Wim Pullen**, Center for People and Buildings The Netherlands

#### Discussion

14.30 – 16.15

Common Closing Plenary (see Programme Business Conference Page 7)



Friedrich Sustr



Prof Dietmar Wiegand



Lukas Windlinger

## Social events | Side events

In addition to the conference there will be different opportunities to explore the city of Amsterdam, to relax and enjoy oneself. On the evening before the conference we will invite you to the popular welcome reception.

### Welcome Reception

**Monday, 15 June 2009, from 18.00**

Heineken Experience

Stadhouderskade 78, 1072 AE Amsterdam



### Gala Dinner and European FM Awards Ceremony



**Tuesday, 16 June 2009,  
from 19.00**

Information will follow soon!

**Please note that you must register separately for the Gala Dinner, so book early for what promises to be a spectacular event.**

- For conference participants, tickets cost € 145.00 (+VAT).
- For non-conference participants, tickets cost € 245.00 (+VAT).

### Student Poster Gallery 2009

Have a look at the posters that FM bachelor's and master's students from all over Europe have produced to present their recent study/research findings!

The posters will be judged by an international jury consisting of Board members of IFMA, EuroFM and practitioners (Tuesday, 16 June 2009, 13.30 – 16.00).

The five best posters will be presented during the closing plenary session (Wednesday, 17 June 2009, 14.30 -15.00).

Your vote will appoint the winners. They will receive a free stay at IFMA's World Workplace 2009 Conference & Expo, October 2009 in Orlando USA.

Details: [Hermans.R@nhtv.nl](mailto:Hermans.R@nhtv.nl)

Enjoy an excellent meal and the company of your colleagues, other conference delegates and speakers as you celebrate Europe's best researchers, students, service providers and FMs receive their prestigious European FM Awards 2009.

The first prestigious European FM Awards were held in Zurich in 2007, and we continued this recognition in 2008 in Manchester honoring best practice and excellence within the European facility management profession across practice, research and education arenas. The 2008 awards also highlighted the challenge for facility management professionals in light of the national, cultural, regulatory and language differences across the different European regions.

#### There are four award categories

1. Partners across borders
2. European FM of the Year
3. European FM Researcher of the Year
4. European FM student of the Year

If you are responsible for FM operations in continental Europe, or provide services across European national boundaries then go to [www.eurofm.org](http://www.eurofm.org) to find out how to enter the European FM Awards for more information.

#### Closing date 27th February 2009

Entrants are asked to indicate their interest in entering an Award category by emailing [eurofmawards@imlgroup.co.uk](mailto:eurofmawards@imlgroup.co.uk) or visit [www.pfmmagazine.co.uk](http://www.pfmmagazine.co.uk) where entry forms can be obtained.

## Exhibitors



**Echelon Corporation** (NASDAQ: ELON), is a leading provider of networking technology that is used to manage and reduce energy consumption. Echelon's LonWorks® products and Networked Energy Services (NES) advanced metering infrastructure system are used worldwide, bringing benefits to consumers, utilities, building owners and industry. More information is available at [www.echelon.com](http://www.echelon.com).

**Echelon B.V.**

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E-mail: [julia@echelon.com](mailto:julia@echelon.com), [www.echelon.nl](http://www.echelon.nl)



IFA, the International Facility Alliance, is a cooperative venture between leading service providers in Europe that upgrade the high standards of local service excellence in integrated facility management with the input of international support. We meet our clients goals to reach improvements in efficiency and quality, upgraded cost-effectiveness and versatility.  
For more information: [www.internationalfacilityalliance.eu](http://www.internationalfacilityalliance.eu)

**International Facility Alliance, SE**

Dutch representation: Facilicom Facility Solutions BV  
Karel Doormanweg 4, 3114 JD Schiedam  
The Netherlands  
phone: +31-10-298-1450, fax: +31-10-298-1411  
E-mail: [whugoosgift@internationalfacilityalliance.nl](mailto:whugoosgift@internationalfacilityalliance.nl)  
[www.internationalfacilityalliance.eu](http://www.internationalfacilityalliance.eu)

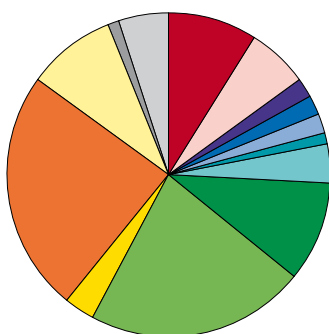


Planon is a leader in Integrated Workplace Management Systems software with a global reach specialising in the convergence of Facility Management, Corporate Real Estate, Services Management and Maintenance Management disciplines. In business for 25 years, Planon possesses a wealth of professional expertise and experience in these areas and advises organisations on operational, tactical and strategic levels. Planon has a significant presence with six regional offices in the USA, United Kingdom, the Netherlands, France, Germany and Belgium.

**Planon B.V.**

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### Delegate Profile by Industry Sector (EFMC 2008)



Industry Sector	Percentage	Industry Sector	Percentage
Industries	9%	Financial Institutions	10%
Utilities	6%	Real Estate	22%
Commerce	2%	Software	3%
Transport	2%	Academia/Sciences	24%
Health Care	2%	Consultants	9%
Municipalities	1%	Publishers	1%
Government	4%	Others	5%

For more information, a tailored sponsorship plan and on prices, please contact:



**Hans-Jörg Klecha**

(Sales Director)  
[hans-joerg.klecha@informa.com](mailto:hans-joerg.klecha@informa.com)

phone: +49-211-9686-3757

## Pre- and post-conference events

### EuroFM Leader's Meeting

This is a by-invitation-only meeting held annually with the leaders of the professional national organizations that are members of EuroFM and the Practice Network Group. The purpose is to report on progress of the past year and make decisions on what activities merit forward progress. The meeting will be organized within the conference schedule.

**Details:** [helena@ohlsson.eu](mailto:helena@ohlsson.eu)

### Committee on Academic Affairs, 15 June 2009

(preceding EFMC 2009)

Quarterly meeting of IFMA Foundation Committee on academic affairs

**Details:** [charles.claar@ifma.org](mailto:charles.claar@ifma.org)

### EuroFM Board Meeting, 15 June 2009

(preceding EFMC 2009)

**Details:** [jurjen@eurofm.org](mailto:jurjen@eurofm.org)

### IFMA Town Hall Meeting, 15 June 2009

(preceding EFMC 2009)

IFMA's Chair John McGee and President and CEO David J. Brady along with members of the Board of Directors will lead a Town Hall meeting for IFMA members in attendance at EFMC. This is an opportunity to hear an IFMA update on recent Association activities and news. There will also be ample time for questions from the audience.

**Details:** [codrutza.timariu@ifma.org](mailto:codrutza.timariu@ifma.org)

### EuroFM Members Meeting, 17 June 2009

**Details:** [jurjen@eurofm.org](mailto:jurjen@eurofm.org)

### eFMI Meeting, 17 June 2009

**Details:** [jurjen@eurofm.org](mailto:jurjen@eurofm.org)



## At a glance – Who we are

### Who should attend

Board members, CXOs, senior management, decision makers and experts who have an interest and responsibility for

- Facility Management
- Real Estate Management
- Asset Management
- Life Cycle Management
- Architecture and Project Development
- Building and Construction

from all industries, public administration, academia and press.

### Programme Advisory Group (Business Conference)

Chair: **Lennart B. Harpe**, Humagement/FMN (The Netherlands)

#### Members:

- **Peter Altes**, EUROFORUM/Informa, the Conference Management Company (Germany)
- **Roberto Franciosi**, ESA (Italy)
- **Verena Hotter**, FHS Kufstein Tirol Bildungs GmbH (Austria)
- **Wim Jansen**, Ministry of Transport, Public Works & Water Management/IFMA (The Netherlands)
- **Sture Karlsson**, AB Tetra Pak/IFMA (Sweden)
- **Margit Pindstofte**, Johnson Controls International/DFM (Denmark)
- **Thomas Polinelli**, Zurich Insurance Company/IFMA (Switzerland)
- **Ab Reitsma**, Hanzehogeschool Groningen (The Netherlands)
- **Maril Louise van Waes**, Dow Chemical Company (The Netherlands)
- **Francisco Vazquez**, 3g-office/IFMA (Spain)
- **Ismena Clout**, Lend Lease Retail & Communities (U.K.)

### Good reasons to attend

- EFMC 2009 is THE European Facility Management Conference
- More than 50 top speakers from Europe and abroad
- Best Practice + Case Studies + Research
- Up-to-date information and insights
- Valuable experiences and new ideas
- Exhibition
- Welcome Reception + Gala Dinner
- European FM Awards Ceremony
- Networking opportunities
- Technical / study tours

### Scientific Committee (Research Symposium)

- **Wim Pullen**, Center for People and Buildings (The Netherlands)
- **Prof Edward Finch**, Salford University (U.K.)
- **Dr Jaap Hanekamp**, Center for People and Buildings (The Netherlands)
- **Dr Margaret Nelson**, Bolton University (U.K.)
- **Prof If Price**, Sheffield Hallam University (U.K.)
- **Dr Theo van der Voordt**, TU Delft Faculty of Architecture (The Netherlands)
- **Prof Andreas van Wagenberg**, Wageningen University (The Netherlands)
- **Dr Suvi Nenonen**, Helsinki University of Technology (Finland)
- **Dr Siri Hunnes Blakstad**, Norwegian University of Science (Norway)
- **Prof Thomas Madritsch**, University of Applied Science Kufstein (Austria)

### Organising Committee (Research Symposium)

- **Prof Per Anker Jensen**, Chairman EuroFM Research Network Group, (Denmark)
- **Wim Pullen**, Center for People and Buildings (The Netherlands)
- **Jaap Hanekamp**, Center for People and Buildings (The Netherlands)

## At a glance – Who we are

### Hosted by:



### IFMA - International Facility Management Association

IFMA is the world's largest and most widely recognized international association for professional facility managers, supporting more than 19,500 members in 60 countries. The association's members, represented in 125 chapters and 15 councils worldwide, manage more than 37 billion square feet of property and annually purchase more than US\$100 billion in products and services. Formed in 1980, IFMA certifies facility managers, conducts research, provides educational programs, recognizes facility management certificate programs and produces World Workplace, the world's largest facility management conference and exposition. For more information, visit the IFMA press room or [www.ifma.org](http://www.ifma.org).



### EuroFM – European Facility Management Network

This is a network of more than 89 organisations based in more than 18 European countries, all focused on facility management. They represent professional (national) associations, education and research institutes and corporate organisations. EuroFM members are involved in an open exchange of information and experience through meetings, seminars and workshops, through collaboration in research projects and through the development of joint education programmes. EuroFM's mission is the advancement of knowledge in facility management in Europe and its application in practice, education and research.

### Organised by:



**informa**

### The Conference Management Company

Part of the informa group, a leading international conference organiser and publisher, Euroforum is an established conference management company in central Europe and organiser of major meetings for top executives, decision makers and recognised experts.

In 2008 Euroforum Germany organised over 1,000 events drawing approximately 40,000 delegates. Euroforum invites top speakers from industry, research and government to highlight the very latest developments and trends in practical business management.

For further information please contact:



**Stephanie Rodowski**

(Conference Coordinator)  
[stephanie.rodowski@informa.com](mailto:stephanie.rodowski@informa.com)

phone: +49-211-96 86-37 53

### Media Partners



# European Facility Management Conference 2009

Promotion Code

### How to register:

Fax: +49-2 11-96 86-47 56  
 e-mail: stephanie.rodowski@informa.com  
 Internet: www.efmc2009.com  
 Postal: IBC EUROFORUM GmbH, Prinzenallee 3,  
 40549 Duesseldorf, Germany

### Address Amendments:

phone: +49-2 11-96 86-33 33  
 fax: +49-2 11-96 86-40 40  
 e-mail: info@euroforum.com

### For further information please contact:

Stephanie Rodowski (Conference Coordinator)  
 phone: +49-2 11-96 86-37 53  
 e-mail: stephanie.rodowski@informa.com

### Date and Place

16 and 17 June 2009

### Hotel Okura Amsterdam

Ferdinand Bolstraat 333, 1072 LH Amsterdam, NL

**Hotel Accommodation:** A limited number of rooms are available at different hotels in Amsterdam at a reduced rate. Please make your reservation directly on: [www.efmc2009.com](http://www.efmc2009.com)

**Conditions of participation.** The conference fee (plus VAT) per person, which includes conference documentation, lunches, tea/coffee and welcome reception, is payable via credit card in advance. Once your registration has been received you will receive a link to our bank's webpage where you can make payment by credit card. Registrations can be cancelled (in writing please) free of charge up to 14 days before the event. When a cancellation is made within 14 days of the conference date, half the participation fee will be reimbursed. In the event of cancellation on the day of the conference, or failure to attend, the full fee will be payable. The registered delegate may of course send a substitute at no additional cost. The organisers reserve the right to amend the programme of events if necessary.

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## Yes, I wish to participate in the EFMC 2009 from 16 to 17 June 2009

	Early Bird *	Regular	Welcome reception**
Attendance	<input type="checkbox"/> € 1.395,-	<input type="checkbox"/> € 1.595,-	<input type="checkbox"/> I wish to attend
Member IFMA/EuroFM	<input type="checkbox"/> € 995,-	<input type="checkbox"/> € 1.395,-	<input type="checkbox"/> I wish to attend
Full time academic	-	<input type="checkbox"/> € 695,-	<input type="checkbox"/> I wish to attend
Students	-	<input type="checkbox"/> € 245,-	<input type="checkbox"/> I wish to attend

Block Bookings: For further information please visit our homepage [www.efmc2009.com](http://www.efmc2009.com)

VAT at applicable rate

\* Early Bird available until 14 April 2009

\*\* Included in the conference fee

Additional Options	Attendees	Non Attendees
Gala Dinner	<input type="checkbox"/> € 145,-	<input type="checkbox"/> € 245,-
Conference Documentation	(included in the conference fee)	<input type="checkbox"/> € 295,-

I am interested in exhibition and sponsoring opportunities

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