

27th EFMC 2019 DUBLIN

European Facility Management Conference

June 2019 · Dublin · Ireland

One Place · One Voice · One FM

Be part of this International FM festival packed with knowledge, inspiration and innovation, with a new “concert” style that will maximize interactions, creativity and networking

Open network
OneFM
Facility Management

12th

13th

14th

15th

Food and drinks available during the whole two days

**EuroFM
Ambassadors
Assembly**

by invitation

Welcome Party

registration needed

I
II
Rockstar
Concerts
III
IV

3 Open Workshops

V
VI
Rockstar
Concerts
VII
VIII

3 Open Workshops

Site Visits

registration needed

**Awards
Ceremony**

registration needed

Venue

AVIVA STADIUM
BUILT ON GREATNESS

Celebrating in 2019 the 27th edition demonstrates the importance and longevity of the flagship event of EuroFM. Evolving every year with a new setup and a new innovative approach allows participants to receive not only a high dosage of inspiration and knowledge in different areas, but also networking time which could lead to new projects or collaborations.

This is the only opportunity where top researchers that could lead the future of our profession, blend together with end users, creating a perfect environment for learning from each other. The presence of the best FM students from the best universities also helps to exchange views and expectations.

With ambassadors from over 40 countries and delegates representing 5 continents, the event is without doubt, the most international Facility Management encounter and a must-attend if you are part of the industry.



Follow the event
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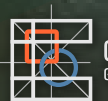


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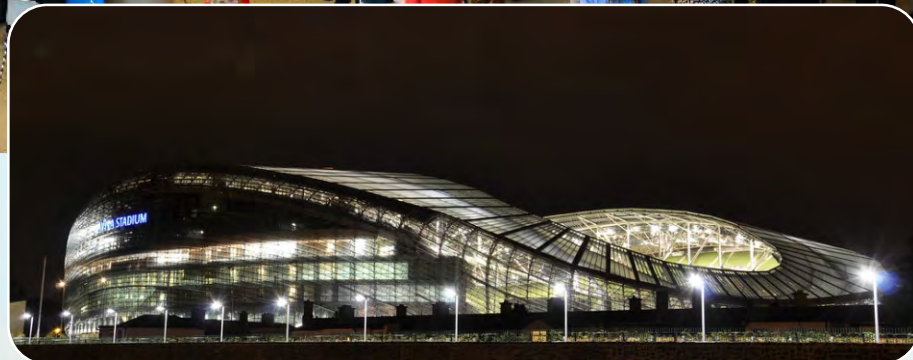
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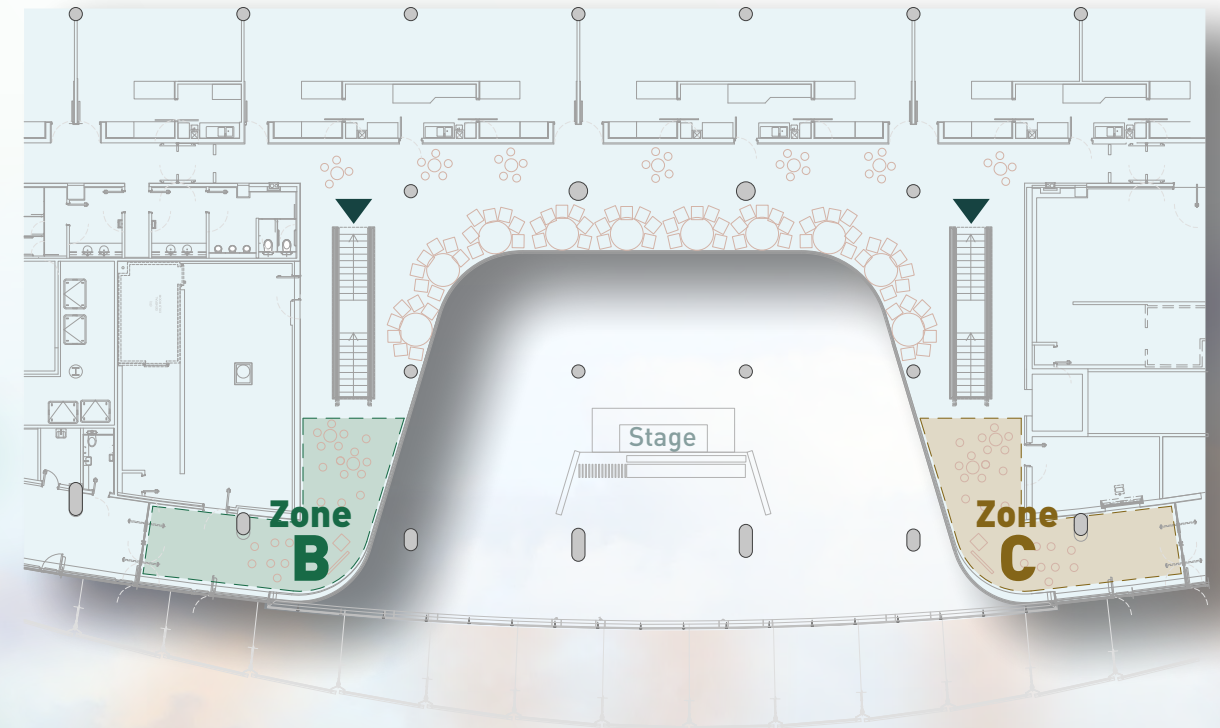


Aviva Stadium
Lansdowne Road,
Ballsbridge,
Dublin 4, Ireland.

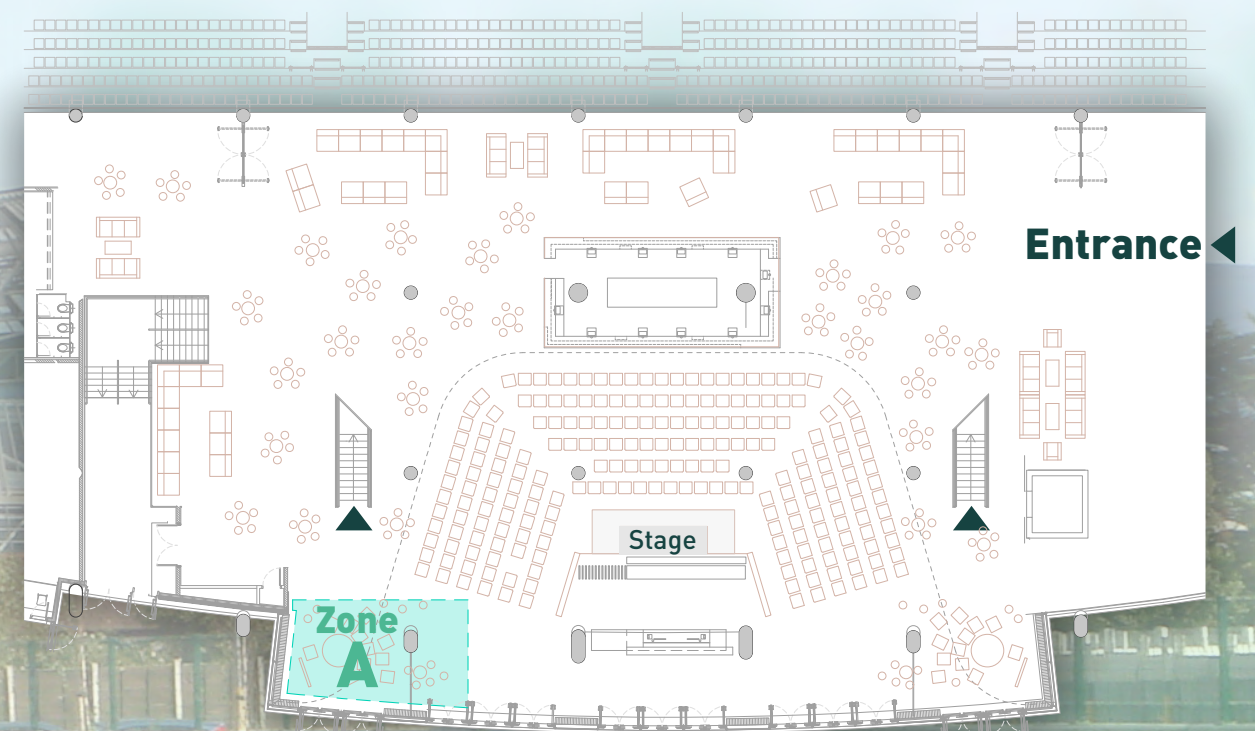


The format will be an innovative concert-style approach at the AVIVA stadium central Atrium: all events will take place in the same space, so that attendees may maximize networking time without missing out on the highlights of the programme. Flexible seating and a range of exciting ambiances will recreate some of the most up-to-date workplaces in the market.

Atrium Floor



Main Stage Floor



EuroFM Ambassadors Assembly (18.00 - 20.00)

(only by invitation)

The international EuroFM ambassadors program has given rise to several representatives worldwide that have become the voice of EuroFM to spread their philosophy and join forces. This meeting will serve to share experiences and propose the next objectives.

Welcome Party (20.00 - 22.00)

(only by registration)

EuroFM wants to welcome everybody with its traditional reception, prior to the conference. This will be a great opportunity to gather all the FM community, creating the perfect environment to meet up and make new friends. Taylors Three Rock will host this gathering in an atmosphere with traditional dances and of course, Irish beer.

Taylor's Three Rock
Grange Road.
Rathfarnham.
Dublin 16, Ireland.



Welcome & Registration

08:30 - 09:00



Moderator:

Matthew TuckerChair
RNG (Research Network Group) EuroFM

Short Speech

"How Research in FM Could Influence the Industry"

"The Benefits of Building Information Modelling (BIM) to Facility Management Over Built Assets Whole Lifecycle"

373 separate benefits of BIM are categorised into 12 main groups to make them more transparent for facility managers. The findings will help FM practitioners construct more grounded and clear business cases for the adoption and use of BIM to align with their business objectives and asset management strategies.

"Towards an Automated Dynamic Benchmark Reporting"

Entrusted with the conduction of a semi-annual benchmark, the authors couldn't help but wonder whether repeating the same task every six months was productive. The speech presents a scalable solution to compile high quality reports and presentation on the fly.

"Minutes of FM Meetings in Swiss Hospitals. Worth a Look At"

This speech presents applied research providing FM executives with a guideline, to analyse and if applicable improve minute taking practices and hence more importantly to improve their meetings. Because in times of rising healthcare costs, available resources such as meeting time must be used to their full extent.

"When you Have to Prioritize"

Smart designs often make workplaces for activity based working attractive and fashionable. However, which factors are most important? University students are tomorrow's knowledge workers, and the universities' reading areas provide an excellent opportunity to investigate which physical work environment factors that really matters for knowledge worker's well-being and productivity.

"The Legacy from Construction Projects to FM: The Good, the Bad and the Ugly"

Based on a web-based questionnaire among FM practitioners, we discuss the most and least experienced FM difficulties in new built facilities in Denmark. Examples are "difficulties to control indoor climate", "Start-up difficulties after hand over" and "Lack of Operation and Maintenance material from the design and construction stage"

Rockstars Concert I

Main Stage

09:00 - 10:30

Simon Ashworth

Researcher

ZHAW (Zurich University of Applied Sciences)

Alexander Bombeck

Research Associate

KIT (Karlsruhe Institute of Technology)

Franziska Honegger

Senior Research Associate

ZHAW (Zurich University of Applied Sciences)

Knut Boge

Associate Professor

OsloMet (Oslo Metropolitan University)

Helle Lohmann

PhD student

DTU (Technical University of Denmark)

EuroFM Ambassador



Moderator:

Levent AlatliChairman Of The Board
TRFMA (Turkish Facility Management Association)

Short Speech

"What do you need to know to understand Eastern FM"

"Opportunity Knocks: Green Leases and Green Leasing in Sustainable Office Buildings"

This talk intends to illustrate the barriers and drivers for the development and implementation of Green Leases and Green Leasing in sustainable office buildings in Norway, with supporting data also from the United Kingdom (UK) and the United States of America (USA). This paper also establishes the difference between the terms 'Green Lease' and 'Green Leasing'.

"CarMa – Carbon Management for Facility Services"

With climate change on the rise, decarbonisation is becoming the new guideline for all industries. Therefore, methods, benchmarks and calculation tools are needed, which rarely exist for facility services. This challenge was picked up by a consortium of two universities resulting in the research project "CarMa – Carbon Management for Facility Services"

"Factors influencing the occurrence of food waste in the food service process in hospitals"

From the facility management perspective food waste is process waste. The research of this paper is based on the literature review of a larger project. The result is a list of food waste factors. They provide knowledge about the complexity of food waste reduction and give ideas how to reduce it

Rockstars Concert II

Main Stage

11:00 - 12:15

Dave Collins

University Lecturer

NTNU (Norwegian University of Science and Technology)

Stefan Schmid

Research Assistant

HWR Berlin (Berlin School of Economics and Law)

Gabriela Leiblein-Züger

Research Associate

ZHAW (Zurich University of Applied Sciences)

EuroFM Ambassador



Moderator:

Chris MoriartyDirector of Insight
IWFM (Institute of Workplace & Facility Management)

Short Speech

"What Was First: Chicken or Egg"

"The Influence of Personality on Preferred Workplace Characteristics"

Activity-based working environments are often implemented in European offices, yet theory and practice show that users differ in their satisfaction with the workplace environment. So why are one-size-fits-all solutions still implemented? Research indicated a relation between personality and workplace preferences which could be used to create a more human-centric workplace.

"Insights & Inspiration from Over 100 International FM Leaders"

As our world evolves, we must rethink how we care for the built environment and the occupants of our facilities. Advancing technologies and shifting cultures require FMs to innovate. After interviewing over 100 industry leaders, Mike Petrusky shares inspirational lessons. -Host of the "Workplace Innovator Podcast-

"Creating an ethical framework for applying artificial intelligence in FM"

FM faces new opportunities and challenges through the emerging solutions of AI: security robots, control and surveillance systems, autonomous guidance, and intelligent maintenance applications. With powerful technologies, the great responsibility follows. Ethics of AI technologies has recognized as an essential field of research, and integral part of applying AI.

EuroFM Ambassador



Moderator:

Lilyana MejíaProperty and Asset Management Director
Bancolombia

Short Speech

"Question from LatinAmerica: Follow the FM Path or Take Shortcuts?"

"Quantitative Improvement in Workplace Performance Through Biophilic Design: A Pilot Experiment Case Study"

Several studies affirm that biophilic design improves productivity and user's well-being in the workplace. However, by how much? In response to this challenge, we have conducted a scheduled pilot experiment. The results highlight an improvement in well-being and productivity and opens new ways to measure workplace capabilities

"A Systems Perspective on the Work Environment"

In modern companies, the workplace and its employees are dynamic entities influencing each other continuously. But how could you guide their mutual flow? From a systems perspective, we investigate the factors that lead towards effective "attractor states" where both the workplace and employees can evolve and flourish

"Elements of Change. How to Develop Employee Experience and Organizational Culture Through Workplace Transformation?"

Elements of Change is an inspirational talk by Antti Pitkänen from Agile Work, that showcases through practical tools, case examples and theoretical frameworks how to develop employee experience and organizational culture during workplace transformation

"Digital Transformation of the FM Department"

Evolution does not apply only to the core business or to service providers. People within the support units are responsible for bringing in that transition and they are also responsible to assure a good and say that this transformation is as strong as the FM department itself, and we took this fact very seriously in IKEA

Rockstars Concert III

Main Stage

14:00 - 15:15

Ilse Toonders

Project manager

Tetris

Mike Petrusky

Host & Presenter

Workplace & Innovation Podcast

Juho Vaiste

Researcher, ethicist

Turku AI Society

Julia Ayuso

Researcher & Director

CBRE Lab

Justin Timmer

In-House Researcher

Measuremen

Antti Pitkänen

Co-funder-Chairman, Insights & Strategy Director

Agile Work

Johan Ohlsson

Head Facility & Property Group

IKEA

Open Workshops

Four dedicated spaces where experts on the different topics will present or share their knowledge with the audience. Delegates attending the conference can participate in the different options and interact with people interested in each field. Findings and conclusions of the workshops could be part of a study or a report, even a longer-term project

Specific Zones

09:30 - 18:00

Zone A
Updating Added Value & Other Benefits of FM + Student Presentations**Zone B**
Integration Innovation in FM**Zone C**
Attracting Young Talent into FM

During this innovation block, you will learn about the impact of the fast-changing society on your work in FM. What does this mean for the way FM professionals work in the near future

There is a lack of presence or young people in actual FM activities, and market stakeholders of the profession must make an effort to get newer generations more involved in certain roles that are shaping the future of our profession

Facilitator:

Ian van der PoolHead of Facility Management
Ministerie van Defense**FACILITY in MOTION****"Trends"****"Career of Choice"****"Connect"**

There is a lack of presence of young people in actual FM activities and with market stakeholders. In the workshop we highlight three themes, which will be handled alternately during the day. Just join the interactive workshop at any time.

Let's create our future together!

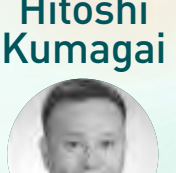
Presenter Facilitator:

Susanne BalslevProfessor
OSLOMET (Oslo Metropolitan University)

"Value Adding FM in Practice: The Case of the Technical University of Denmark"

The resent study environment investigation gives important feedback to the FM-organisation, DTU Campus Service, that constantly needs to justify that its value creation justify the associated costs. What matters the most for the satisfaction of students and how will FM contribute to maintain and improve the satisfaction in coming years?

Facilitator:

Marcel BroumelsHead of Innogy IdeaLab at Innogy SE
Imagining Academy**Hitoshi Kumagai**Managing Director
Institute of Facilitainment

Student Presenter:

Ahmad Alakkad

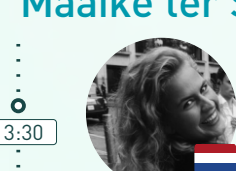
Student Presenter:

Anouschka de Waal & Maud Willigers

Student Presenter:

Iris van Oers

Student Presenter:

Maaike ter Stal

Presenter Facilitator:

Torben Bernhold & Christian SchlichtProfessor
FH MÜNSTER (University of Applied Sciences)Director Center Management - FM
ECE

"Become an Outperformer! Measurement of Added Value"

A new understanding of value added in Facility Management with a multidimensional measurement and control instrument based on the Tableau de Bord that integrates a vertical and functional level of operationalization and measurement; The backbone of this research is a multiple research method

Opening & Registration

08:30 - 09:00



Moderator:

Hannah Wilson

Senior Lecturer in Research Methods
Liverpool John Moores University

Short Speech

"Imagining a Formula to Solve a FM Equation"

"Emerging technologies and their influence on Facility Services"

Macro-economic studies show dramatic changes in Facility Services. As current studies analyze the macroeconomic changes, the aim of this presentation, is to answer the more detailed questions: Which smart building technologies are relevant for FS, which are already in use and which services will be affected by which technologies?

"The Lowest Common Denominator in the Maintenance Management of Critical Facilities in Europe"

Our research paper describes the results of a state of the art analysis regarding maintenance regimes, applied on critical facilities in four different countries: Germany, United Kingdom, Ireland and the Netherlands. The analysis covers maintenance standards, legislations, best practices and identifies synergies as well as optimisation potentials related to the maintenance of critical facilities across Europe

"Changing the Engine While Driving – Transforming a Government Hospital's Internal FM Organization to Handle New and Hard Facts of Life"

Until January 1st 2017, most Norwegian government hospitals' internal FM organizations lead a protected life behind an armour of 25 per cent VAT. This study investigates how to transform a mature internal FM organization that experiences an external shock and has to adapt to new and hard facts

"Towards a Standardised Definition of Room Categories for Healthcare Facilities (RakaS)"

For the first time, a validated standardised room categorisation for healthcare facilities (RakaS 2.0) is presented. It is the basis not only for room KPI benchmarking - potentially leading to cost reduction and efficiency improvements - but also for the transfer of data into digital models.

"Benchmarking Practices and Preparing for the Future of Facility Management: A Case Study"

Facility Management organizations are in a state of flux, due to the retirement of a large contingent of its workforce and the introduction of new technologies. Through a study of 2,000 facilities, this presentation will show how benchmarking performance information can be used to improve custodial and maintenance operations

EuroFM Ambassador



Moderator:

David Martínez

Global Director
CIFMERS GLOBAL

Short Speech

"Future Jobs in Facility Management, Believe It or Not"

"FM Standards are Developed by Humans, I Think"

Perhaps another point of view is that FM standards are developed by "a collective with multiple personalities". Looking in from the outside and as psychologist, I've identified several personalities, and ultimately, all were necessary to achieve the quality of work that is the ISO 41000 series of FM Standard

"A Journey Understanding the Meaning of Digitalization in FM"

"This is probably one on the hottest topic in FM now. But until you start writing down concepts, elements and trying to structure it you don't realize how vague or wide the term is. Danish Facility Management network have been working to put together the first brick of the wall"

"Common Strategies for Sustainable Development of FM and Transport"

With climate change on the rise, decarbonisation is becoming the new headline for all industries. Therefore, methods, benchmarks and calculation tools are needed, which rarely exist for facility services. This challenge was picked up by a consortium of two universities resulting in the research project "CarMa – Carbon Management for Facility Services

"Working Conditions and Workers' Health"

Having a job is good but the working conditions also matter for our health and wellbeing. How do working conditions determine workers' health? What can be done to prove that relationship? Based on the most recent data of the European Working Conditions Survey, this presentation will address those and other important questions

EuroFM Ambassador



Moderator:

Alexey Grinchenko

Facility Director
TPV CIS

Short Speech

"Situation of FM in Eastern region"

"Innovation, Innovation and Innovation, The Only Way Up for Facility Management"

Every discipline evolves due to generational changes, new technology, or even a completely different approach to the market. Facility management is not an exception, and despite what is perceived, there is a huge revolution in the way FM will be understood in the coming years. Innovation is the only way to do not became obsolete

"Digitilization of FM - Experiences from Property Managers"

Norwegian property managers and FM providers report a tendency to digitise individually, not having an holistic approach. An integrated approach and new competences are needed to fully understand the potential of using sensor technology. They report a shortage of methodologies to analyze the BIG DATA collected

"Daring to Be Human - Superskill of the AI Age "

The 24/7 information flow, ever increasing demands and the rise of AI that will do all the linear decisions, it is pivotal for everyone to develop and learn a new skillset for the future: understanding and leading of emotions. It consists that we learn how to listen and understand more than just facts, have a clear head to see the bigger picture, hear the also the week signals, connect the unusual dots and have the courage to express it. It is a skill is still often neglected by workforce but it is a crucial skillset that should and can be learned by anyone

"Operating a Truly FM Global Model - 15 Years Journey in a 15 - Minute Speech"

Real Estate strategies are sometimes difficult to extrapolate at regional or global level. It is not only about the markets, their maturity or even the services providers. The inner client has to be ready to accept a level of standardization, and sometimes people is more difficult than buildings. The creation and implementation of a Center of Excellence has been a key tool to achieve these goals.

EuroFM Ambassador



Moderator:

Alexandros Alivizatos

Chairman
HFMA (Hellenic Facility Management Association)

Short Speech

"How to Justify FM in a Construction Environment"

"Facility Management from student perspective, The FM influence in an urban environment"

"Facility management" is the influence of facility design on urban quality of life. Hereto, is the question how to integrate the principles of resilience thinking into the city's facility processes and how to develop improvements from the points of view of 'facility' management.

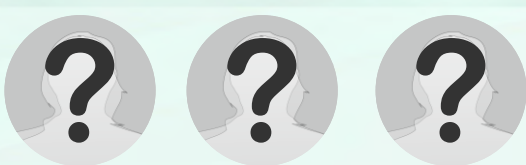
"Real Impact of Technology on Facility Management. Be Ready or Die"

It is known how quickly technology changes and how difficult is to be up-to-date. Every week new breakthroughs or applications are shaking the industry. But the problem will be for those that are not aware of what is coming, or even better, what is already here. AR, quantum computing, 5G or AI are going to change the way we understand FM. Are you ready?

"Developing the next gen of cognitive buildings"

Student Competition Finalists

The three finalists of the EuroFM Student Competition will present their projects on the main stage. The winner will be announced during the awards ceremony.



Rockstars Concert V

Main Stage

09:00 - 10:30

Alexander Redlein

Head of the
Institute of Real
Estate & Facility
Management

TU Wien (Technical
University of Vienna)

Justin Amesz

Subject Matter
Expert (SME), CoC
Data Centers /
Critical Systems

Apleona HSG

Hanne Vågen

Researcher

OsloMet (Oslo Metropolitan
University of Denmark)

Oliver Kuchen

Research
Assistant

ZHAW (Zurich University of
Applied Sciences)

Jake Smithwick

Assistant
Professor

UNC Charlotte (University of
North Carolina at Charlotte)

Michael Bown

Professor

Brigham Young University

Rockstars Concert VI

Main Stage

11:00 - 12:15

Laverne Deckert

Secretariat &
Co-convenor

ISO TC-267

Mads Beier

Sales Executive
FM

Compass Group

Peter Lubkert

Head of Facility
Management
& Transport

OECD (Organisation for Economic
Co-operation & Development)

Jorge Cabrita

Research Manager

Eurofound

Rockstars Concert VII

Main Stage

14:00 - 15:15

Michael Pitt

Professor of
Facility Management
Innovation

UCL (University College
of London)

Marit Støre-Valen

Associated
professor

NTNU (Norwegian University
of Science and Technology)

Camilla Tuominen

CEO &
Co-founder

Emotion Tracker

Jeff Schumacher

Sr Real Estate
Portfolio Manager

Microsoft

Rockstars Concert VIII

Main Stage

16:00 - 17:15

Rachel Kuijlenburg

Senior & Research
Lecturer

THUAS (The Hague University
of Applied Sciences)

Jay Latta

Emerging
Technology
Strategist

STINT

Claire Penny

Global Industry
Leader - IoT for
Buildings

IBM

Open Workshops

Four dedicated spaces where experts on the different topics will present or share their knowledge with the audience. Delegates attending the conference can participate in the different options and interact with people interested in each field. Findings and conclusions of the workshops could be part of a study or a report, even a longer-term project

Specific Zones

09:30 - 18:00

Zone A
Updating Added Value
& Other Benefits of FM
+
Student Presentations

Zone B
From the Digitalisation
Buffet..

It is important before deepening into any subject, to able to have a look at it from a more general perspective. In this case is it compulsory because of the novelty of the theme and the speed at what is developing and changing.

Facilitator:

Klaus Homann



Professor, Head of
Department, Business
Engineering/Facility
Management

DHBW Stuttgart
(Baden-Wuerttemberg
Cooperative University)

Presenter Facilitator:

Alenka Temeljotov



Professor

NTNU (Norwegian University
of Science and Technology)

"Exploring the Roles of Facility
Management for Liveable Cities"

The functions of facilities management in the quality of urban life based on the sustainable urban project of Pádriv in Norway will be explored. The methods are review of the literature and a case study. A dynamic model that includes co-design, co-creation, co-ownership and co-evaluation for habitable cities will be explored in the case

Olga van Diermen



Senior Lecturer
THUAS (The Hague
University of Applied
Sciences)

Presenter:

Trine Thorn



Head of Workplace
Nordea

Student Presenter:
Marie-Luise Guyot



Student Presenter:
Mirjam van den Dool



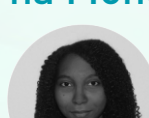
Student Presenter:
Nienke Post



Student Presenter:
Patricia Dankert



Student Presenter:
Virna Monero



"Future Facility
Manager – Creating
culture in a digitized
world"

Presenter:

Poul Ebbesen



Senior Specialist in FM
Ramboll Group

"Structured
digitalisation

Presenter Facilitator:

Mark Mobach



Professor Facility
Management
Hanze UAS (Hanze
University Of Applied
Sciences Groningen)

"Urban FM for Healthy
Cities"

Cities can be much healthier and Facility Management has a lot to offer. Clean, green, and safe environments, active-friendliness, and the right food and prompts show impact. But how to create productive cross-overs with healthy cities? Cohesive spatial and business concepts and public private partnerships may proof to be vital.

Awards Ceremony and cocktail dinner

Main Stage

17:15 - 19:00

FM Site Visits (only by registration)

Guided FM Visit 01: Google Docks

10:00h



Barrow Street,
Dublin 4, D04 V4X7. Ireland

Guided FM Visit 02: Microsoft

12:30h

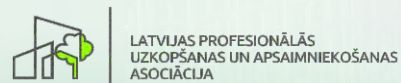


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