EuroFM Members Meeting and European FM Leaders Conference

29–31 October 2014

RICS HQ, 12 Great George Street (Parliament Square),
London, SW1P 3AD, United Kingdom
Welcome!

I feel very privileged to welcome all members of EuroFM to London and to the Headquarters of RICS. RICS is well over 100 years old and is involved in all aspects of the property cycle and in most corners of the world. It is therefore very appropriate that as the FM industry grows, becomes better recognised for its professionalism and is increasingly global in nature that RICS should become more closely involved with the great work of EuroFM.

In the last couple of years RICS has produced new material demonstrating that when FM is executed at a Strategic level it has the ability to add value to the underlying business. The Raising the Bar research work brought FM to the attention of a broader and more senior audience than before. The Strategic FM Guidance Note was produced for the global markets and has been well received around the world and particularly as a tool that ensures best practice is both executed and demanded. In April 2014 RICS released the first batch of Strategic FM case studies and a second batch was launched in September. These case studies will continue and we are constantly seeking new examples of great FM. Please bring them forward if you would like them to be published, it’s a great way of achieving public recognition for success.

Finally I would like to draw attention to the exciting work in the International Standards arena. RICS is a member of the International Property Measurement Standards Coalition (www.ipmsc.org) and the new International Property Measurement Standard for offices is due to be launched later this year. IPMS is a common, globally accepted standard for measuring office space. So far over 100 businesses have signed up to be IPMS Partners and therefore believe IPMS will add value to their business. The potential for IPMS to add value to the FM industry is clear, we will have a common basis for measuring space which means it will be possible to compare with accuracy the operating costs across different buildings.

Please get involved, go to www.ipmsc.org for more detail. There is plenty of opportunity to join as an IPMS Partner.

Best wishes for a happy and successful time in London. I am looking forward to a really positive and stimulating time.

Kind regards,

Johnny Dunford FRICS
Global Commercial Property Director
Programme

Wednesday October 29th 2014

European FM Leaders Conference

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00 – 12:00</td>
<td>Arrival &amp; welcome participants FMN European FM Leaders Conference</td>
<td>Lecture Hall</td>
</tr>
<tr>
<td>12:00 – 13:00</td>
<td>Lunch.</td>
<td>Council Chamber</td>
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<tr>
<td>13:00 – 17:00</td>
<td>European FM Leaders Conference, part 1</td>
<td>Lecture Hall</td>
</tr>
<tr>
<td>18:00 – 19:30</td>
<td>Buffet Dinner</td>
<td>Council Chamber</td>
</tr>
<tr>
<td>19:30 – 21:00</td>
<td>European FM Leaders Conference, final part 2</td>
<td>Lecture Hall</td>
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Euro FM Members Meeting

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<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 – 17:00</td>
<td>Arrivals for welcomes and low key discussions</td>
<td>President’s Dining Room, 5th floor</td>
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<tr>
<td>17:30 – 18:00</td>
<td>Word of welcome by EUROFM and RICS</td>
<td>President’s Dining Room, 5th floor</td>
</tr>
<tr>
<td>18:00 – 19:30</td>
<td>Welcome reception</td>
<td>President’s Dining Room, 5th floor</td>
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Programme

Thursday October 30th 2014

**EuroFM Members Meeting**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10.00 – 10.30</td>
<td>Coffee and Registration – Council Chamber</td>
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<tr>
<td></td>
<td>Followed by tour of building</td>
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<tr>
<td>10.30 – 11.00</td>
<td>Welcome from Sean Tompkins, CEO RICS</td>
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<tr>
<td>11.00 – 11.30</td>
<td>RICS and FM – Johnny Dunford, Global Commercial Property Director</td>
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<tr>
<td>11.30 – 12.00</td>
<td>Role of RICS FM Board – Paul Francis, RICS Board member and Managing</td>
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<td></td>
<td>Director of Modus Services</td>
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<tr>
<td>12.00 – 13.00</td>
<td>Lunch – Council Chamber</td>
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<tr>
<td>12.00 – 14.00</td>
<td>Service Providers Meeting – Hong Kong Room</td>
</tr>
<tr>
<td>13.00 – 16.00</td>
<td>Network group meetings:</td>
</tr>
<tr>
<td>13.00 – 16.00</td>
<td>ENG Meeting – New York Room</td>
</tr>
<tr>
<td>13.00 – 16.00</td>
<td>PNG Meeting – Brussels Room [All participants of the European FM</td>
</tr>
<tr>
<td></td>
<td>Leaders Conference are cordially invited to attend this meeting]</td>
</tr>
<tr>
<td>13.00 – 16.00</td>
<td>RNG Meeting – President’s Dining Room, 5th Floor</td>
</tr>
<tr>
<td>13.00 – 16.00</td>
<td>CANG Meeting – Dubai Room</td>
</tr>
<tr>
<td>16.00 – 17.30</td>
<td>Board Meeting – President’s Dining Room, 5th Floor</td>
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<tr>
<td>17.00 – 19.00</td>
<td>Social gathering and drinks – President’s Dining Room, 5th Floor</td>
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<tr>
<td>19.00 –</td>
<td>Dinner Event – Tattershall Castle, Embankment [Please see more</td>
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<tr>
<td></td>
<td>information below]</td>
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<tr>
<td></td>
<td><a href="http://www.thetattershallcastle.co.uk/">http://www.thetattershallcastle.co.uk/</a></td>
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</tbody>
</table>

**Friday October 31st 2014**

**EuroFM Members Meeting**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>08.30 – 09.00</td>
<td>Coffee and Registration – Council Chamber</td>
</tr>
<tr>
<td>09.00 – 11.00</td>
<td>Network group meetings:</td>
</tr>
<tr>
<td>08.00 – 11.00</td>
<td>ENG external trip to the Brent Civic Centre*</td>
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<tr>
<td>09.00 – 11.00</td>
<td>PNG Meeting – Council Chamber</td>
</tr>
<tr>
<td>09.00 – 11.00</td>
<td>RNG Meeting – Brussels Room</td>
</tr>
<tr>
<td>09.00 – 11.00</td>
<td>CANG Meeting – New York Room</td>
</tr>
<tr>
<td>11.00 – 13.00</td>
<td>General Members Meeting – Lecture Hall</td>
</tr>
<tr>
<td>13.00 – 14.30</td>
<td>Lunch and Sign off – Council Chamber</td>
</tr>
<tr>
<td>14.30 –</td>
<td>Tailor-made program on request (on-site visits, sightseeing etc.)</td>
</tr>
</tbody>
</table>

*ENG meeting – If you are attending this, we will meet inside the RICS building at 7.50am and begin our journey at 8.00am
Wi-fi is available. Please ask reception for more information.
RICS Location

Map

Getting Here

RICS at Parliament Square is conveniently located in Westminster and within easy reach by road, rail, boat and air.

**Tube**
Westminster (Exit 6) or St James’s Park

**Bus**
Routes 221, 11, 12, 24 and 148

**Rail**
Victoria, Waterloo and Charing Cross mainline train stations

**River Boat Services**
Westminster Pier

**Parking**
Victoria Station, Eccleston Bridge, SW1W 9SJ
Accommodation

Please see below our suggested hotels for your stay:

**Doubletree Hilton Westminster**
*Address:* 30 John Islip Street, London, SW1P 4DD
*United Kingdom*
*Walk:* 0.7 mi, 14 mins
*Bus:* 11 mins
*Taxi:* 0.7 mi, 2 mins

**Travelodge Central Waterloo**
*Address:* 195-203 Waterloo Road, London, SE1 8UX, United Kingdom
*Walk:* 1.0 mi, 22 mins
*Bus:* 14 mins
*Taxi:* 1.1 mi, 4 mins
*Telephone number:* +44 (0) 871 984 629
*Website:* [http://www.travelodge.co.uk/hotels/421/London-Central-Waterloo-hotel](http://www.travelodge.co.uk/hotels/421/London-Central-Waterloo-hotel)

**H10 Waterloo**
*Address:* 284 to 302 Waterloo Road SE1 8RQ, London
*Walk:* 1.1 mi, 24 mins
*Bus:* 14 mins
*Taxi:* 1.3 mi, 4 mins
*Telephone number:* +44 (0) 207 928 4062

**The Royal Trafalgar By Thistle**
*Address:* Whitcomb Street, London WC2H 7HG
*United Kingdom*
*Walk:* 0.7 mi, 15 mins
*Bus:* 14 mins
*Taxi:* 1.0 mi, 5 mins
*Telephone number:* +44 (0) 845 305 8336

**The Royal Horse Guards**
*Address:* 2 Whitehall Court London SW1A 2EJ
*United Kingdom*
*Walk:* 0.4 mi, 9 mins
*Bus:* 8 mins
*Taxi:* 0.6 mi, 2 mins
*Telephone number:* + 44 (0) 871 376 9033
or +44 (0) 207 451 0390

**Park Plaza Westminster Bridge**
*Address:* 30 John Islip Street, London, SW1P 4DD
*United Kingdom*
*Walk:* 0.5 mi, 11 mins
*Bus:* 6 mins
*Taxi:* 0.7 mi, 2 mins
*Telephone number:* +44 (0) 844 415 6790
*Website:* [http://www.parkplaza.com/london-hotel-gb-se1-7ut/gbwestmi](http://www.parkplaza.com/london-hotel-gb-se1-7ut/gbwestmi)

**London Marriott County Hall**
*Address:* The County Hall London SE1 7PB
*United Kingdom*
*Walk:* 0.4 mi, 9 mins
*Bus:* 7 mins
*Taxi:* 0.4 mi, 9 mins
*Telephone number:* +44 (0) 207 928 5200
*Website:* [http://www.marriott.co.uk/hotels/travel/lonch-london-marriott-hotel-county-hall/](http://www.marriott.co.uk/hotels/travel/lonch-london-marriott-hotel-county-hall/)

**Radisson Blu Leicester Square London**
*Address:* 3-6 Martins Street, Leicester Square, London WC2H 7HL, United Kingdom
*Walk:* 0.8 mi, 16 mins
*Bus:* 15 mins
*Taxi:* 0.9 mi, 4 mins
*Telephone number:* +44-20-79308641
Transport

London has one of the largest urban transport networks in Europe and getting around could not be easier. The tube, buses, river and trams are all efficient ways of getting around London with a valid oyster card.

An Oyster is a plastic smart card which holds pay as you go credit for the underground, bus and tram services. These can be purchased from any underground station and topped up to allow you to travel around London.

Travel Card

A travel card can be bought for different time periods and travel zones depending on where your hotel is. There are 3 types of travel cards but for your stay you will only need one of two:

Anytime Day Travel Card:
This can be used at any time of the day and is also valid for any journeys starting before 04:30am the following day but do check your travel card for its validity.

Or

Off Peak Day Travel Card:
This can be used from 09:30 Monday-Friday, all day Saturday and Sunday. It is also valid for journeys starting before 04:30am but please check your travel card for its validity.

Information regarding obtaining an oyster card, prices, travel zones and schedules of maintenance can be found on http://www.londontransport.co.uk. The website also has a journey planner which will show you which bus and tube to take in order to get you to your destination. There are a number of apps available on Android and iPhone which allow you to plan your journey on your phone.

Bus

From July 6 2014, you will no longer be able to pay for the bus using cash for more information please refer to http://www.londontransport.co.uk.

Buses around the city are very reliable and come frequently so if you miss one bus not to worry as another one is on its way. Should you wish to take the bus to the RICS the bus stop is approximately 5mins away from the building.

Getting to and from the airport

Gatwick:
The Gatwick Express is the fastest way of getting into Central London. These trains run frequently and stop at London Bridge, Victoria and Kings Cross St Pancras tube stations and from here you can get a tube, cab or bus to your hotel. If you are to use the trains, I recommend using http://www.thetrainline.com or http://www.nationalrail.co.uk as it will show you train times, arrival stations and duration of your journey.

Please note that train ticket prices will vary depending on the times you travel, peak time travel will be more expensive than off-peak and will also be dependent on the train operator but this will cost around £40 return.

Alternatively, you can get your train tickets upon arrival.

Heathrow:
London Heathrow airport has 5 terminals with trains running to central London regularly.

Trains from terminals 1-5 arrive at London Paddington station and from here you can get a taxi, tube or the bus to your hotel. To book your train tickets and check departure times, visit http://www.nationalrail.co.uk/ or http://www.thetrainline.com. Journey times vary from 15mins- 23mins and ticket prices are approximately £35 return.

*Tickets must be purchased before boarding*

London City airport:
London City Airport is located to the east of the city and the average journey time into central London is between 20-30mins depending on destination and route. London City runs on the Docklands Light Railway (DLR) and you will therefore need a one travel-card which will give you unlimited travel on London underground trains, buses and the DLR between zones 1-4 for the day. The DLR station is 50 meters from the main terminal and is clearly signposted. Tickets will cost no more that £10.00.

To plan your journey into central London, use the London Transport Journey planner found on their website http://www.londontransport.co.uk/

Alternatively, you can book a taxi from the airport to get to your respective hotels. This costs approximately £38.00 and you are able to book online please call (+44) 20 3327 6600 or visit http://www.expressairporttransport.co.uk/
Casual Dinner event

On Thursday 30th October dinner (at own cost) will be held at the Tattershall Castle on Victoria Embankment. The Tattershall Castle has excellent views on London Eye and on the deck offers fantastic views of Big Ben. This would be an excellent opportunity to socialize with your colleagues and relax after a long day.

**Place:** Tattershall Castle

**Address:** Whitehall, London, SW1A 2HR

*From the RICS the Tattershall is an 11min walk and a 3 min drive*
London

London is one of the most diverse cities in Europe with something for everyone with every area will offering a different experience. It is very easy to find yourself lost in the various events that take place across the city Monday-Sunday. If you love the arts, there are various gallery openings, world class theatrical shows, boutiques, shopping centres and department stores open 7 days a week with late night shopping from Thursday- Friday.

Shopping

Oxford Circus is one of the busiest streets in London and offers an unrivalled shopping experience. With lots of shops and restaurants getting souvenirs for your friends and family could not be easier.

How to get there:

**Bus:** 12 towards Oxford Circus or 159 towards Marble Arch.

**Tube:** Jubilee line (Westbound) towards Stanmore for 1 stop to Green Park, then take the Victoria line Northbound towards Walthamstow Central for one stop. Arrive at Oxford Circus.

Other places to shop – Regents Street, Convent Garden and Bond Street are home to some of the most famous brands in the world.

Art Galleries

There are numerous galleries in London that house an extensive collection of art, from contemporary art to historical art pieces you can find these at some of the most famous galleries in London.

National Art Gallery, Tate Gallery, Barbican, Tate Modern, Hayward Gallery and the Saatchi Gallery are all easily accessible via tube and bus.

Museums

With over 240 museums around London holding some of the oldest and most interesting artifacts it would be a shame not to visit these wonderful museums whilst you are here!

Victoria & Albert Museum, British Museum, National History Museum, Science Museum, National Maritime museum and the London Transport Museum are all great places to visit.

If you would like to arrange a London bus tour please visit: [http://www.theoriginaltour.com/](http://www.theoriginaltour.com/)
London

London Bus tours
If this is your first time to London then a London Bus tour is a must. Hop on these buses to see London’s most well known attractions. Prices range from £25.00 online and if you are interested in seeing other London attractions you are able to get deals which would allow you to do the tour and have tickets for the London Eye, Tower of London or London Dungeons. For more information please visit http://www.theoriginaltour.com/special-offers.htm

London by Night Tour
The London by night tour is a fantastic opportunity to see the bright lights of London. Check in for this tour is 19:45 and returns at 21:45pm.

For more information and to book tickets please visit http://www.londonnighttour.com/

Tower of London
Since 1078, the Tower of London has stood at the North Bank of the River Thames and has served many purposes. It is now a UN World Heritage Site and definitely worth a visit. Take a tour and see the Crown Jewels display, exhibitions such as the Coins and Kings and Line of Kings and a guided tour of the castle.

Tickets cost £20.90 is bought on-line and £22.90 when bought at the gate.

To commemorate the Centenary of the First World War the Blood Swept Lands and Seas of Red exhibition by ceramic artist Paul Cummins and stage designer Tom Piper. 888,246 poppies will fill the moat of the Tower and each poppy will represent the British fatality of the war.

For more information on the exhibition please visit http://poppies.hrp.org.uk/ and for tickets visit http://www.hrp.org.uk/TowerOfLondon/

London Eye
The London Eye is a giant Ferris wheel located on the South Bank of the River Thames. The London Eye offers great views of the London skyline during the day and at night.

To get tickets please visit: http://www.londoneye.com/

For more information about London:
http://www.visitlondon.com/
http://www.timeout.com/london
http://www.londontown.com/

If you have any questions please do not hesitate to contact pgsupport@rics.org
Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to the markets we serve.

We accredit 118,000 professionals and any individual or firm registered with RICS is subject to our quality assurance. Their expertise covers property, asset valuation and real estate management; the costing and leadership of construction projects; the development of infrastructure; and the management of natural resources, such as mining, farms and woodland. From environmental assessments and building controls to negotiating land rights in an emerging economy; if our members are involved the same professional standards and ethics apply.

We believe that standards underpin effective markets. With up to seventy per cent of the world’s wealth bound up in land and real estate, our sector is vital to economic development, helping to support stable, sustainable investment and growth around the globe.

With offices covering the major political and financial centres of the world, our market presence means we are ideally placed to influence policy and embed professional standards. We work at a cross-governmental level, delivering international standards that will support a safe and vibrant marketplace in land, real estate, construction and infrastructure, for the benefit of all.

We are proud of our reputation and we guard it fiercely, so clients who work with an RICS professional can have confidence in the quality and ethics of the services they receive.

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